

# Jose Fabian Rodríguez

## Backend Developer — Technical Support Engineer

### PROFESSIONAL SUMMARY

IT and Backend professional with hands-on experience in technical support, system troubleshooting, and backend development using Node.js and Express. Proven ability to diagnose connectivity issues, manage high-volume technical cases, and resolve system-level problems, while also building RESTful APIs and working with MySQL and MongoDB. I am fully committed to delivering my best work. Once I join a team, your vision becomes my vision and your goals become my goals.

### Experience

#### Quantum Outsourcing Group      Feb 2025 – Oct 2025

*Data Reconciliation Specialist (Client: Medical Lien Assignments LLC)*

- **Liaised** directly with law firms to secure critical case documentation and real-time status updates.
- **Investigated** data inconsistencies and resolved record-level issues to ensure system integrity.
- **Managed** data lifecycle processes (updates, reopenings, closures) following standardized procedures.
- **Generated** operational and status reports to support internal monitoring and decision-making.

#### Intelcia      Jul 2022 – Jun 2024

*Technical Support Representative (Client: Optimum, USA)*

- **Provided** high-level technical support for phone, cable TV, and internet services by addressing customer inquiries and troubleshooting technical issues efficiently.
- **Diagnosed** and resolved connectivity problems, device configurations, and signal issues.
- **Guided** customers through the installation and setup of equipment (routers, set-top boxes, etc.) to ensure a smooth user experience.
- **Managed** a high volume of daily cases, maintaining high customer satisfaction through clear communication and quick solutions.
- **Used** support tools and CRM systems to track and resolve issues efficiently.

#### Mecánicos Asociados SAS - Masa Stork      Feb 2017 – Nov 2018

*Junior Reliability Engineer*

- **Performed** Root Cause Analysis (RCA) to identify and resolve system and equipment failures.
- **Analyzed** performance KPIs to detect trends and prevent recurring issues.
- **Produced** technical reports and dashboards to support operational reliability.
- **Applied** structured problem-solving methodologies to reduce downtime and improve system availability.

### Certifications

- Technical Support Fundamentals - Google
- Introduction to Software Engineering - IBM
- Developing Backend Apps with Node.js and Express - IBM
- JavaScript Programming Essentials - IBM
- Getting Started with Git and GitHub - IBM
- Introduction to HTML, CSS and JavaScript - IBM

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LinkedIn

Portfolio

### Education

#### IBM JavaScript Backend Developer Professional Certificate

*Coursera -IBM (In Progress)*

#### Mechanical Engineer

*Universidad Nacional de Colombia*

2011 – 2016

### Technical Skills

- **Technical Support**
- **OS:** Linux
- **Languages:** JavaScript
- **Back-End:** Node.js, Express
- **Databases:** MongoDB, MySQL
- **Front-End:** HTML, CSS
- **DevOps:** Docker, Git

### Soft Skills

- Growth mindset
- Critical Thinking
- Problem-Solving
- Resilience
- Communication
- Positive Collaboration
- Adaptability
- Self-Learning

### Languages

**Spanish:** Native

**English:** Advanced

**German:** Learning