

JONATHAN DUVAN GONZALEZ

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SUMMARY

Outcome-driven team lead with 7+ years spanning software development, consulting, and solar operations. Combines technical fluency with hands-on experience to drive innovation and execution in utility and energy projects.

Fluent Spanish Speaker & Writer.

CORE SKILLS

Product strategy • Stakeholder & Executive Alignment • Energy Analytics & Forecasting • Cross-Functional Team Management • KPI & Performance Tracking • Process Optimization & Risk Governance • Cloud Platforms (AWS, Azure, GCP) • Data Modeling & API Integration • Financial Modeling & Business Case Development.

EDUCATION & CERTIFICATIONS

Dartmouth College, Hanover, NH - *B.A. in Computer Science*

June 2018

Teaching Assistant (CS52: Web Development), multiple terms; Project Manager - Dartmouth Applied Learning & Innovations Lab

MITx: Future Energy Systems Program (In Progress) — Courses: Sustainable Energy; Energy Economics & Policy

DelftX: Intelligent & Integrated Energy Systems Program (In Progress) — Courses: Technology, Digitalization, Policy & Management, and Business Implications of Integrated Energy Systems

PMP (active); NABCEP PV Associate (active); AWS Solutions Architect — Associate (earned 2022; not renewed)

EXPERIENCE

Freedom Forever, Various, South Florida

September. 2025-Oct. 2025

Residential Solar Installer - Position ended following regional layoffs; recognized for high performance and leadership potential.

- Installed ~653 Qcells solar panels and residential batteries across 25 homes to meet deployment goals in a rapidly changing market and regulatory landscape, delivering ~419,000 kWh/year of clean energy.
- Maintained project timelines and safety as a translator between English-Spanish speaking crew members.
- Improved customer satisfaction by resolving onsite issues, communicating process fixes, and bridging language gaps to build trust and ensure smooth service delivery.
- Cut large install times by 1.5+ hours and panel-optimizer remap service times by 70% by redesigning field workflows, standardizing panel & rail mount pre-check processes, and building a phone-based inspection tool.

Nexamp Inc., Boston, MA

Nov. 2023-Nov. 2024

Senior Backend Software Developer - Third Party Consolidated Billing for Community Solar.

- Led 3 developers in the modernization of Nexamp's consolidated billing platform; transformed a stalled pilot (~250 users) into a scalable product foundation (stack: Django/React/Azure) through architecture redesign, API queue integration, and cross-functional coordination that positioned the company to unify solar billing under a "one-bill" customer experience.
- Enforced SLAs for freshness, latency, and availability, cutting worst-case transaction time from 30 min to under 3 min.
- Built and documented risk-scoring and discrepancy detection solutions, cutting average incident handling time by 60%.
- Authored safe-use guidelines for Copilot/ChatGPT/Cursor, aligning tooling with internal policy and security expectations.

IBM, Various, US

Oct. 2018-May 2023

Managing Consultant (Apr. '22-Oct. '23) • Sr. Analytics Consultant (Jan. '20-Apr. '22) • Analytics Consultant (Oct. '18-Jan. '20)

- Led data-driven product initiatives across telecom, aviation, logistics, and CPG; upheld standards for delivery excellence through governance frameworks that ensured quality, transparency, and stakeholder alignment across analytics engagements.
- **Advised on six multimillion-dollar proposals**, translating client needs into scalable, compliant, and cost-efficient solutions.
- **Modernized a global brewery's supply optimization system** using Azure Databricks and CPLEX; streamlined 2-4M daily data rows, cut batch latency by 30%, and mentored a three-person cross-shore team.
- **Directed a pro bono IBM GIVE initiative** building an AWS + Tableau poll-monitoring app that expanded outreach to underrepresented precincts during the 2020 U.S. election.
- **Co-developed dynamic pricing data architecture for a major airline's revenue management system**, aligning forecasting and reporting schemas to enable near real-time fare adjustments during COVID-19 recovery.
- **Delivered a predictive workforce analytics tool for Banfield Pet Hospital**, achieving 86% accuracy in turnover forecasting and informing companywide retention and staffing strategy.
- **Deployed a scalable Watson Assistant chatbot solution for a Fortune 200 telecom** that cut live-agent tickets by 25%.

SELECT PROJECTS & ADDITIONAL EXPERIENCE

- Teacher Tech & K-12 Tutor (2023-Present): Responsible AI/software support for teachers; 1-on-1 math & coding tutoring.
- GovReach, Open source (Present): Advocacy email platform + officials data (github.com/jonathanduvan/gov-reach)
- Volunteer Data Analyst, Brookline, MA (2025): Large-building emissions analysis for city board.
- Allies for Immigrants — Volunteer ESOL Tutor, Boston, MA (2024-2025): Adult-learner instruction.