

Jorge Allende

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Technical support professional with expertise in AWS, Azure, Python, Docker, and automation frameworks. Skilled in cloud infrastructure, troubleshooting, and API integrations. **Portfolio:** <https://jorgeallendeportfolio.netlify.app/>

RELEVANT EXPERIENCE

LinkSquares

Boston, MA

Customer Success Engineer

September 2021 – Present

- Developed a custom Zendesk app that integrated with Catalyst and our internal Admin tooling using JavaScript and RESTful APIs to streamline repetitive support tasks.
- Resolved 10% of bugs submitted to engineering by leveraging SQL with Snowflake, AWS Athena, and Datadog, enabling the engineering team to focus on more complex issues and accelerating overall product enhancements.
- Automated cloud infrastructure workflows by creating AWS IAM roles, policies, and S3 buckets, leveraging Workato and Python scripts.
- Implemented frontend and backend code changes to enhance product functionality and technical issue resolution, with experience in testing and deploying using CI/CD pipelines (GitHub Actions) for improved product stability.
- Configured integrations with third-party tools like Azure and Okta to implement SAML/SSO setups, enhancing security and user access management.

Bank of America

Beverly Hills, CA

Client Service Representative

February 2020 – June 2021

- Assisted the supervisor with audits and the daily balancing of the vault which exceeded \$800,000.
- Organized 200+ client transaction receipts on a daily basis in order to be properly filed in a timely manner.
- Resolved 130+ client account inquiries weekly, maintaining a 95% satisfaction rate by providing accurate and timely solutions.
- Efficiently processed standard teller transactions, including loan payments, safe deposit box management, and cash handling, with zero discrepancies over a 12-month period.

Allied Universal

Boston, MA

Shift Supervisor

June 2017 – September 2019

- Supervised a team of 50 full-time employees, 10 part-time workers, and several independent contractors.
- Planned and implemented work schedules, assignments, and production sequences to meet company production goals.
- Conducted employee training in equipment operations as well as work and safety procedures.
- Mediated and resolved worker problems, complaints, and grievances between management and subordinates.
- Offered recommendations that were further implemented for employee motivation in order to improve production methods, equipment performance, product quality, and efficiency.

EDUCATION

University of Massachusetts Boston, Boston, MA

May 2022

Bachelor of Science in Management, Concentration in Information Systems / Business Analytics

Honors: *Cum Laude*

Bunker Hill Community College, Boston, MA

May 2019

Associate of Business Administration

Honors: Dean's List for four consecutive semesters

Shanghai University, Shanghai, China

April-June 2019

PROFESSIONAL PROJECTS

Zendesk App Integration Project

LinkSquares

- Developed a custom Zendesk app using JavaScript and RESTful APIs to automate the population of customer fields, eliminating repetitive manual data entry.
- Integrated the app with Catalyst and internal admin tools, building API endpoints to dynamically retrieve and link customer organization data.
- Enhanced the app's UI with quick-access buttons, enabling agents to instantly navigate to customer profiles, admin pages, and Catalyst accounts, significantly improving task efficiency and reducing support handling time.

CI/CD Pipeline for a Containerized Flask Web App

Personal DevOps Project

- Developed a complete CI/CD pipeline using GitHub Actions, AWS CodePipeline, and AWS CodeBuild to automate testing, containerization, and deployment of a Python Flask app to Amazon ECS (EC2 Launch Type).
- Configured Docker for containerization, stored built images in Amazon ECR, and managed deployments using ECS clusters running on t2.micro instances within the AWS Free Tier.
- Set up CloudWatch monitoring and alerts, including a custom `/stress` endpoint to simulate CPU spikes and validate autoscaling behavior.
- Designed infrastructure using AWS best practices for IAM roles, EC2 networking, and secure image access.
- Implemented automated pipeline triggers on GitHub pushes, enabling hands-off deployments and zero-downtime releases.

CERTIFICATIONS

Ruby on Rails - [Udemy](#)

Oct 2023

Data Analysis with Python - [Coursera](#)

May 2021

Automation Pro I & II - [Workato](#)

May 2022

Technical Support Fundamentals - [Google](#)

May 2021

AWS Cloud Technical Essentials - [Coursera](#)

June 2021

SQL for Data Science - [Coursera](#)

April 2021

SOFTWARE AND PLATFORMS

Cloud Platforms: AWS (IAM, S3, EC2, Lambda), Azure

Data & Databases: MySQL, Snowflake, SQL, AWS Athena, Data Analysis (Python)

Automation & DevOps: Workato, Docker, SSH, (CI/CD)

Programming & Scripting: Ruby, Ruby on Rails, JavaScript, Python

APIs & Integrations: RESTful APIs, OAuth, JSON, XML, Authentication, Postman, JWT

Monitoring & Incident Management: Datadog, AWS CloudWatch, Rollbar, Incident Management

Version Control & Collaboration: Git, GitHub, Jira, Confluence, Github Actions

Security: Identity and Access Management (IAM), SAML/SSO, Role-Based Access Control (RBAC), Auth0

Customer Success Tools: Salesforce, Zendesk, Catalyst, Airtable