Jorge Allende

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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 7.5% 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.
- Created IAM roles, policies, and S3 Buckets in AWS, automating data syncing workflows for contract management via Workato, which improved data accessibility and operational efficiency.
- Configured integrations with third-party tools like Azure and Okta to implement SAML/SSO setups, enhancing security and user access management.
- Trained five support associates, enhancing their skills in API troubleshooting, log analysis, and application performance monitoring, leading to improved technical issue resolution.

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-Jun 2019
Concentration in International Business
Honors: Study Abroad Scholarship for Academic Excellence

LEADERSHIP AND PROFESSIONAL DEVELOPMENT EXPERIENCE

Public Relations of Entrepreneurship Club   Boston, MA
Bunker Hill Community College   September 2018 - May 2019
- Built, managed, and promoted the image of the club through social media platforms.
- Developed strategies and campaigns that helped bring students of all majors together.
- Increased membership by designing and creating flyers, arranging events, and collaborating with other clubs.

Vice President of Latinos Unidos Club   Boston, MA
Bunker Hill Community College   August 2017 - May 2018
- Scheduled meetings with officers and students in the club to discuss weekly goals.
- Organized events and activities to express Latin culture to new students.
- Cultivated a welcoming environment that encouraged growth to consistent and reliable members of the club.

CERTIFICATIONS

Ruby on Rails - *[Udemy](#)*   Oct 2023

Automation Pro I & II - *[Workato](#)*   May 2022

AWS Cloud Technical Essentials - *[Coursera](#)*   June 2021

Data Analysis with Python - *[Coursera](#)*   May 2021

Technical Support Fundamentals - *[Google](#)*   May 2021

SQL for Data Science - *[Coursera](#)*   April 2021

SOFTWARE AND PLATFORMS

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

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

Automation & DevOps: Workato

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

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

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

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

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

Customer Success Tools: Salesforce, Zendesk, Catalyst