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ROBERTO ROJAS JIMENEZ

GENERAL INFORMATION

Professional Profile

Frontend-Backend developer with experience in creating dynamic websites and applications, using technologies such as HTML, CSS, SCSS and JavaScript. Specialist in responsive interfaces and consistent design with Bootstrap, ensuring adaptability on various devices. Experience in modeling, designing and programming databases in PL/SQL, ensuring efficient and scalable structures.

EDUCATION

College

Software Development engineering	Web Development Technician
Universidad Cenfotec	Universidad Cenfotec
2022 - Currently	2022 – Currently

Languages

English   Spanish

SOFTWARE

Cloud	- AWS				
Frameworks	- ASP.NET	- Bootstrap			
Additional Skills	- Scrum	- Git	- OOP		
Program Languages	- Python	- JavaScript	- HTML	- SCSS	- PL/SQL

PROJECTS

AutoSpot

- A car agency platform built with HTML, SCSS, JavaScript, and Bootstrap, enabling payment calculations and reservations with a responsive design.

MRGMechanics

- A design-focused website for an auto repair shop using Bootstrap, HTML, SCSS, and JavaScript, featuring services, about, and appointment sections.

Logic & Mathematics

- A web portfolio showcasing logic and math concepts with automation scripts, developed using HTML, SCSS, JavaScript, and Bootstrap.

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EXPERIENCE

PSAS QA SUPPORT, AMAZON   Aug 2022 – Currently

Responsibilities
- Execute pre-deployment test runs to verify functionality.
- Manage system deployments across various platforms using automated pipelines to ensure smooth and timely releases.
- Perform ticket triage to address and prioritize technical issues, supporting efficient resolution and team workflow.
- Perform regression and smoke testing to ensure system stability and prevent major incidents.

Key Achievement
- Automated ticket resolution for specific categories, reducing handling time from 5 minutes to under 5 seconds, significantly improving team efficiency and client response.
- Created a script for automatic data population in dropdowns on page load, enhancing data consistency and eliminating manual input, ensuring accuracy for statistics and reporting.

AWS AAM TCSA, AMAZON   Sep 2021 – Aug 2022

Responsibilities
- Customer support with deep analysis to review and re-secure compromised accounts with unauthorized activities.

Key achievement
- Assignment of projects based on performance such as peer action plans assistance and case handling in order to seek process improvements.

AWS CORE TCSA, AMAZON   Sep 2020 – Sep 2021

Responsibilities
- Provide prompt, detailed and customer-oriented service to AWS customers.
- Work with support teams to ensure a consistent and high-quality level of support.

Key achievement
- Promotion within a year for exceeding goals and become a support model in the team.