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**SUMMARY**

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A technologist with over three years of progressively responsible experience in supporting applications and software development. Skilled in aspects of software development including writing code, testing, diagnosing, resolving bugs and user relations. Outstanding human relations and communication skills. Dedicated, out-going and passionate for algorithms and Web Development technologies. Recognized for resolving challenges with logical solutions. B-lingual.

- Experience in Java, JavaScript, MongoDB, ExpressJS, AngularJS, NodeJS, CSS, jquery, GitHub
- Proficient in Linux Command Line and MySQL Queries

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**EXPERIENCE**

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**Support Engineer** 2014 – 2016

Goldman Sachs Group, Inc., Salt Lake City, UT

- Consolidated support by building a team that supported multiple applications through the resolution of user and system issues, resulting in a reduction of support groups costs.
- Communicated with users, which ensured the availability and functionality of the applications that are in charge of confirmations and settlements of financial transactions.
- Resolved critical issues by performing patching through editing database records and scripts, which helped boost confidence from our clients.
- Identified and escalated bugs in application code, which improved and maintained our applications.
- Participated in web application projects by building dashboards and tools, which improved efficiency in support activities.

**Project Manager - Intern** 2013

Qualtrics, Provo, UT

- Initiated, reviewed and translated Qualtrics.com by processing more than 15,000 lines of code to Spanish and Portuguese languages, resulting in substantial increases in sales in Latin America.
- Achieved goals by conducting weekly team meetings ensuring that stakeholders understood results and reviewed our progress.
- Assisted team members with assigned work and compiled the data into documents for delivery.

**Network Operations Analyst** 2010 – 2013

Brigham Young University, Provo, UT

- Improved user satisfaction by providing technical support for faculty and over 30,000 users.
- Resolved user issues by creating tickets and escalating to the appropriate engineering group.
- Performed daily hardware diagnostics, orders, repairs and installations for BYU datacenter.

**Project Manager - Intern** 2011

Cummins Inc., Columbus, IN

- Initiated transition of support for Custom Lotus Notes applications from Brazil to the U.S. in order to centralize support and provide services such as ticket process and change management services.
- Documented and translated from Portuguese to English 70+ Custom Lotus Notes applications.

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**EDUCATION AND TRAINING**

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**Bachelor of Science in Information Systems** 2013

Brigham Young University, Provo, UT

**JavaScript Full Stack Program** 2016

DevMountain, Provo, UT