Alex Soto

Full Stack Developer Engineer

CONTACT

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CERTIFICATIONS

- Cisco   CCNA
- Microsoft MCSA

SKILLS

- **Leadership & Team Development:** Staff Management, training scheduling, multicultural, multidisciplinary collaboration
- Programming **JavaScript**, **Python**, **C++**, **C**, **C#**, and **Bash**
- **HTML, CSS, Bootstrap, MongoDB, MySQL, PostgreSQL**
- **Use of frameworks Node.js, React.js, Angular.js**
- **Conceptual design skills.**
- **Networking Engineer, IT Specialist**
- **Embedded Systems, Altium Designer, Serial Communications (SPI, I2C, RS232. RS485), PWM, Arduino Due, AVR Microcontrollers(Atm328p), Altium Designer**

LANGUAGES

English   C1
Italian   Fluent
Spanish   Native

EDUCATION

Full Stack Web Developer
Career Foundry | Germany
2023 - 2024

Electronic Engineer
National University of Callao | Peru
2011-2012

Bachelor in Electronic Engineering
National University of Callao | Peru
2005-2009

PROFILE

Versatile web developer engineer, with a robust background in Network Engineering, IT Specialist, and Electronics. Extensive experience collaborating with software teams and actively contributing to software development projects led me to pursue Full-stack Development training. Skilled in developing secure, efficient, and user-centric web applications, optimizing business processes, enhancing customer engagement, and driving revenue growth. My unique perspective from Networking, IT, and Electronics ensures the creation of robust, reliable, scalable applications. Passionate about leveraging technical expertise and problem-solving skills to drive innovation and meet business goals

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WORK EXPERIENCE

Service Manager

Duos Technologies | USA   2024 - Present

- Manage a team of internal IT and Field Service Technicians to respond to Service Desk inquiries.
- Using available resources, rapidly identify issues related to network, hardware, software, etc. to assign, track, and troubleshoot expeditiously.
- Document technical problems and resolutions to build a knowledge base for the service team, and improve troubleshooting guidelines.
- Develop and maintain positive relationships with contractors who service Duos systems throughout North America.
- Monitor service desk operations and KPIs to ensure SLA compliance.
- Provide leadership to the technical support team, including training, development, accountability, and productivity.
- Serve as the point of escalation for Tier II and Tier III support staff.
- Coordinate resource sharing across project deployment.
- Identify ways to improve processes and reduce support tickets by identifying common issues
- Maintain a Positive team perspective and team dynamics.
- Manage staff scheduling to ensure resources are allocated appropriately
- Currently managing remote locations ranging from Canada to Mexico. Planned schedules and resources, providing leadership for sub-contractors as well as Project Managers

Full Stack Web Developer Engineer

CareerFoundry | Germany   2023 - 2024

- **Portfolio Website: Developed a React, Bootstrap, and CSS portfolio**, boosting visitor engagement by 50%
- **Pokémon Web App: Built a Pokémon app with PokeAPI and jQuery,** enhancing user retention by 40%
- **Movie Catalog App**: **Created a movie catalog app using Node.js, React, and Angular**, improving user satisfaction by 30%
- **Serverless Progressive Web App: Built a React PWA with AWS and Google API**, reducing server costs by 25% and speeding up load times
- **Chat Mobile App: Developed a React Native chat app,** increasing user engagement by 35%

Rail Inspection Portal (RIP) Infrastructure Support | Level 2

Duos Technologies | USA   2022 - Present

- Resolved escalated technical issues involving proprietary AI-based hardware and software systems, providing both remote and onsite client support.
- Diagnosed and repaired system failures, coordinating with Tier III engineers to implement long-term solutions.
- Managed and documented cases through Jira, ensuring accurate tracking and timely resolution of incidents.
- Performed routine system maintenance, coordinated software updates, and performance optimization to sustain platform reliability and uptime.
- Delivered direct client support and communication, ensuring professional issue resolution and customer satisfaction.
- Created and maintained internal documentation and end-user guides to streamline future troubleshooting.

Project Engineer

Gemmo SPA | Italy   2019 - 2022

- **Modbus API Development:** <u>Built a backend Modbus API with C# in .NET Core for a light monitoring web app</u>, enhancing operational efficiency, monitoring capabilities, and hardware compatibility
- **LoRaWAN API Development:** <u>Developed a LoRaWAN backend API with PHP for a gas consumption web app</u>, providing a scalable, real-time solution for data management and analysis
- Report Automation: **<u>Developed bash scripts to automate web reports</u>**, streamlining data collection and reporting processes, and reducing manual tasks by 70%
- BMS Network Design: **Designed and implemented** scalable network infrastructures for Building Management Systems, **<u>enabling real-time monitoring, web interface integration</u>**, and improved operational efficiency
- System Optimization: Provided VMware vSphere support, reducing system downtime by 30% and improving resource utilization by 25%, **<u>enhancing web application performance</u>**
- Web Security Deployment: Deployed Falcon CrowdStrike Antivirus, reducing malware incidents by 40% and **<u>improving the security of web applications</u>** with minimal disruption
- User Management and Security: Implemented Active Directory and security policies for ENI in Libya, enhancing the management and security of user access to web applications

Electronic Engineer

Traffitek S.R.L | Italy   2018 - 2019

Project: Ethernet Interface <u>Design and Development</u> for Central Traffic Light System
- Designed and developed an Ethernet-based traffic light control using C++ (AVR Atmel) and C# client-server app, enabling real-time web monitoring and management.

Achievements:
- Web-Based Control, reliability, scalability, data-driven optimization, and facilitating the data analysis through web-based tools.

Project: Countdown Traffic Light System with RGB LEDs
- **Developed** a traffic light system using RGB LEDs for improved management

Contributions:
- Circuit & **<u>Firmware</u>**: Designed power circuits and LED drivers, and **<u>developed firmware in C</u>**
- **Conducted testing and created documentation** to support <u>integration</u>

IT Specialist for LATAM and Canada

StcotiaBank S.A.C | Peru   2016 - 2017

High Availability SCOM Server Deployment
- Project: Implemented and deployed a high-availability SCOM Server 2012 for global ATM Infrastructure monitoring, achieving high IT Manager satisfaction and increasing SLA to 95%

Network Engineer

Clinica Medica Cayeteno Heredia | Peru   2012 - 2016

- Web Infrastructure & Systems Management
- **Designed and maintained a network for** 1000+ users, o**ptimizing web application performance**
- Installed and configured MS and Linux **servers** (IIS, SQL, Apache) **for web services**
- **Developed bash scripts** to <u>automate server tasks and routine processes</u>
- Enhanced network availability by <u>implementing robust infrastructure solutions and automation</u>, resulting in a more reliable and **<u>efficient environment for web applications and services</u>**

IT Support Level 3

Fortel Contact Center BPO | Peru   2009 - 2012

- **<u>Web Infrastructure Management</u>**
- Network & Server Setup: Designed and managed networks; configured **MS and Linux servers** (<u>IIS, SQL, MySQL, Apache</u>) **for web applications**
- **<u>Developed bash scripts</u>** to automate server tasks and enhance high availability
- Platform Integration: Supported Inconcert Call Center, ensuring smooth web integration and reliable operation

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CCNA Cisco Networking Certification Program
IPCERT | Italy
2021 - 2022

Atmel AVR Microcontrollers Training
Traffitek| Italy
2019 - 2019

MCSA Microsoft Server Certification Program
New Horizons | Peru
2021 - 2022

Coaching & Leadership
Quality Learning Center | Peru
2017 - 2017

Microsoft Power BI
Tecnofor | Peru
2017 - 2017

MCSA Windows Server Certification Program
New Horizons | Peru
2014 -2014

ITIL Information Technology Infrastructure Library
Tecsup | Peru
2013 - 2013

Enterprise Linux Administrator & Engineer
Cibertec | Peru
2012 - 2012

R E F E R E N C E S

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