ASDRUBAL MARCELO SEGURA ESQUIVEL

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Transitioning into a new phase of my career as a software developer, I have become a dedicated student focused on mastering software development practices. Through this commitment, I have cultivated the skills needed to adeptly guide teams through critical Scrum events. Moreover, I am passionately driven to become a developer because I am dedicated to the continuous enhancement of core code and documentation. My goal is to consistently enhance its clarity and user-friendliness for the betterment of both team members and stakeholders, with the ultimate aim of playing a crucial role in the successful execution of projects.

PROJECTS:
Cenfotec 2022 - present.
Software Development Technician

- Successfully guided two projects as a Scrum Master, overseeing tasks, aiding 6 peers, and maintaining open communication with stakeholders.
- Learned the basics on a range of programming languages like Python, Java, C#, and web-based technology such as HTML5, CSS and JavaScript.
- Expertise in project management through GitHub, handling branching, pull requests, and issue tracking.
- Implemented Continuous Integration and Deployment pipelines using Azure DevOps, enhancing project workflow.
- Attained a deep understanding of MongoDB, Azure, a NoSQL database, excelled in document-oriented data modeling, CRUD operations, and optimized querying for scalable data storage.

WORK EXPERIENCE:
Amazon Sep 2017 to Aug 2023
Team Manager

- Administrative support to the 18+ associates team and manage them to achieve constantly and improve service levels based on forecast and capacity, minimizing the improvement areas.
- Led various projects, Gemba events, and Kaizens, emphasizing data management, soft skills, Amazon policy compliance, and teamwork. This collective effort substantially improved our reports and automated over 100 Excel files, guiding fellow peers toward our organizational objective
- In charge of developing detailed knowledge about specific KPIs by sending reports and giving coaching and tips to improve them and make them visible for the CSAs.

Business analyst

- Lead meetings update with different stakeholders on status and provide visibility KPIs such as AHT, productivity goals and quality standards. Putting forward new strategies and plans to short and long-range goals in order to drive performance improvement.
- Build and maintain various automated files in excel, tableau and powerBI, exporting databases from SQL making queries and weekly reports with the information obtained, ensuring every piece of information is clear for every stakeholder.
- Develop and perform training for a group of 8 to 10 agents that will allow them to carry out a pilot process of approximately 6 weeks.

MANAGED TOOLS

- Advance MS Office
- Git (and platforms like GitHub, GitLab, Bitbucket)
- SharePoint
- Redhawk database
- Quip
- Trouble Ticketing System
- Asana
- Microsoft Azure(SQL Data Base)
- MongoDB Compass
- Swagger

PROGRAMMING LANGUAGES

- C# (Intermediate)
- C++ (Beginner)
- Python (Intermediate)
- Java (Objective Oriented Programming) (Intermediate)
- JavaScript (Intermediate)
- CSS/Bootstrap (Intermediate)

EDUCATION:
2022 – 2023.
- Software development bachelor – Cenfotec University (In progress).
- Software Development Technician – Cenfotec University.
June 2021
- English, New learning academy.
- English amazon program classes, Idioma international.
May-2014 in progress.
- Electric engineering, Universidad Fidélitas

LANGUAGE
- Spanish: Native
- English: Intermediate