

Melissa Madrigal Godínez

Informatics Engineer

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[GitHub](#)

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SUMMARY

Support Engineer with customer service and technical knowledge, with a strong commitment to continuous learning and expanding knowledge to provide cutting-edge solutions. Highly skilled in coordinating interdepartmental initiatives, leveraging excellent organizational and teamwork abilities, with analytical thinking and problem-solving skills to overcome challenges and drive continuous improvement.

PROFESSIONAL EXPERIENCE

Aspera Support Intern at IBM

March 2024 - Present

- Successfully coordinate interdepartmental events and activities, demonstrating excellent organizational and teamwork skills.
- Receiving mentoring from a senior engineer where I learn about the Aspera products, seeing the infrastructure, operating systems and troubleshooting.
- Hands on work on real customer cases, analyzing problems and looking for strong and effective solutions.
- Participate in multiple initiatives with the Aspera team, developing in-depth technical knowledge of their products and support processes.
- Assisted on the creation of documentation and training resources, strengthening my knowledge.
- Contributes to the growth and success of the team by supporting product initiatives on Monday and doing the minute taker role, with strong presentation, reporting, and communication abilities.
- Proficient in project management, queue management, and case assignment.
- Passionate about continuous learning and professional development.
- Community engagement and volunteering in activities, such as creating STEAM kits for children, the Lifting Hands Technology Workshop, and the WatsonX Challenge kick-off.

TECHNICAL SKILLS

- | | | | | |
|----------------|---------------|-------------------|----------|--------------|
| • Unit testing | • Python | • Data collection | • SQL | • Docker and |
| • Linux | • Java | and visualization | • Scrum | containers |
| • Windows | • R analytics | • Google colab | • GitHub | • Monday |

STRATEGIC ABILITIES

Excellent communication skills
Strong problem solving

Strong customer service orientation
Analytical and skills.

Flexibility and adaptability
Proactivity

EDUCATION

- **University of Science and Technology (ULACIT)**

Bachelor's degree in Informatics engineering.

2023 - Current

- **Universidad CENFOTEC**

PSF002- Data Analyst Beginner

2023 - Current

COMPLEMENTARY EDUCATION

- | | |
|---|------|
| • IBM Aspera and IBM Aspera- AoC Onboarding and Trainings | 2024 |
| • IBM- Mentoring [IBM] 1:1 : The mentoring was focused on providing personalized and professional guidance on one's career path and STEM career. | 2023 |
| • Google Data Analytics Professional Certificate: Google Coursera. | 2023 |
| • Women in Action: Employable Training Program: 1st Edition, Ideas en Acción. | 2023 |
| • Scrum Fundamentals Certified. | 2022 |
| • MenTe en Acción (Women in Science and Technology): 11th Edition, Ideas en Acción. | 2020 |

LANGUAGES

- | | | | |
|---------------|------------------|---------------|---------------|
| • Spanish: C2 | • Portuguese: C1 | • English: C1 | • Italian: B1 |
|---------------|------------------|---------------|---------------|