

ANGEL MANUEL CASTAÑEDA URIBE

Software Developer & Customer Solutions Specialist

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PROFESSIONAL SUMMARY

Software developer and support specialist with over 8 years of experience connecting technical excellence with customer satisfaction. Expert in backend solutions development, SQL database management, and data analysis with Python (including Pandas and Jupyter Notebooks) to optimize processes. Proficient in web automation with tools like Playwright. Passionate about using technology, including AI tools, to solve complex problems and enhance the end-user experience.

TECHNICAL SKILLS

- Languages: JavaScript, Python, C++, TypeScript, Bash
- Web Development: HTML, CSS, Vue.js, Node.js
- Automation: Playwright, Python Bots
- Data Analysis: Python (Pandas), Jupyter Notebooks
- Database Management: SQL, NoSQL
- APIs: REST API Development & Consumption
- CRM & Support Management
- AI: Chatbot Implementation

PROFESSIONAL EXPERIENCE

Development & Support Apprentice

SCALA COLOMBIA SAS | Sep 2024 – May 2025

- Managed technical support tickets and collaborated with the development team on bug resolution.
- Achieved a 95% customer satisfaction rating through top-tier technical assistance.

Developer & IT Consultant

Freelance | 2020 – 2024

- Developed REST APIs and backend solutions with Node.js and Python to automate client business processes.
- Implemented web automation with Playwright for data collection and optimization of repetitive tasks.
- Analyzed support data using Pandas, and Jupyter Notebooks to identify trends, reducing recurring issues by 30%.
- Implemented an AI chatbot to filter inquiries, reducing manual ticket volume by 25%.
- Managed and optimized SQL databases to ensure data integrity and performance.

Lead Support & Web Technician

C & S Computadores | 2016 – 2020

- Handled a high volume of customer requests (+25/day) for diagnostics and repairs.
- Led the redesign of the company website, resulting in a 30% increase in online inquiries.

EDUCATION

Technologist in Software Analysis and Development

SENA, Centro Tecnológico del Mobiliario – Itagüí (2024)

LANGUAGES

- Spanish: Native
- English: Intermediate (B1)