

# NICOLAS DONATI

Software Engineer / Computer Science Student

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## EDUCATION

### Tecnológico de Monterrey

Bachelor in Computer Science and Technology

Monterrey, México

Expected Graduation, June 2027

- **GPA:** 94.2 / 100
- **Related Coursework:** Data Structures & Algorithms, Object-Oriented Programming, Machine Learning, Statistics & Applications, Database Systems, Software Engineering

## EXPERIENCE

### Junior Software Engineer

Rustiker

April 2024 – Present

México, MX

- Developed and deployed an AI chatbot using **OpenAI APIs**, leveraging business data to deliver prompt and precise customer responses across platforms, achieving a **12% improvement of conversion rates**.
- Enhanced the sales process by leveraging the chatbot to answer product queries and automate routine customer service tasks, resulting in an **80% reduction of labor costs**.
- Utilized the data to generate insightful reports that enhanced business operations and informed strategic decisions.

### Full Stack Developer

DMIC

June 2024 – January 2025

Querétaro, MX

- Engineered and implemented an application for managing internal operations, including project management, inventory control, and providing faster, more accurate quotes to clients.
- Developed and deployed a responsive website using the Next.js framework, optimizing user experience and performance, which resulted in a **180% increase in monthly visits**.
- Established a tracking system for customer companies to monitor real-time progress and timelines of their projects, **cutting client complaints by half**.

### Back End Developer Intern

AXA

May 2023 – August 2023

London, UK

- Optimized existing algorithms and processes to ensure the prompt and accurate disbursement of payments to clients, improving efficiency and **reducing latency by 20%**.
- Leveraged **Python for back-end** development.
- Built a reporting tool for insurance claims, leading to a 2-case increase in daily reports per agent.

## PROJECTS

### Donatti Co. | React, NextJs, NodeJs, MongoDB, AWS

September 2023 – Present

- Founded [donatti.co](https://donatti.co), positioning it as a leading **AI company** in Mexico by creating custom **software solutions** that improved operations, cost-efficiency, and scalability.

### FIRST Robotics Competition | Java, C++, Python, Git

December 2022 – April 2023

- Directed a robotic engineering project for the FIRST Robotics Competition, leading the design, construction, and software development of a competition robot.
- Managed a three-person team, optimizing collaboration and strategic planning to overcome technical challenges and **advance to the World Championship**.

## TECHNICAL SKILLS

**Programming Languages:** C, C++, JavaScript, Python, Java, SQL, Rust.

**Frameworks:** React, Node.js, Next.js, FastAPI.

**Developer Tools:** Git, Docker, AWS, Firebase, Google Cloud.

## EXTRACURRICULARS & AWARDS

- Achieved a top-three ranking in the national chess standings.
- Earned the Academic Excellence Scholarship for extraordinary academic performance.