Oscar David Martinez Benavides

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I am an electronic engineer with a focus on developing backend programming solutions. I have a solid technical background, with knowledge of Java, Spring, and SQL, which I have developed through academic and personal projects. Although I do not yet have direct work experience in the field, my analytical skills and passion for technology drive me to continuously learn and evolve.

I am looking for opportunities that allow me to apply my knowledge and gain practical experience in backend application development. My goal is to grow professionally, contribute to the success of projects by using my technical skills, and work as part of a team with professionals who are passionate about innovation and continuous improvement.

WORK EXPERIENCE AND PROJECTS

Konecta   **Bogotá, Colombia**
Customer Service Representative   *December 2023–June 2025*

- I developed customer service processes to manage requests from users of the e-commerce platform, improving efficiency in resolving queries and complaints.

- I implemented incident management practices to streamline responses to queries about the use of the website and mobile app, reducing wait times and improving customer satisfaction.

- I managed reimbursement processes and other complex requirements, optimizing interactions and ensuring that customers receive fast and effective service.

- I worked closely with technical teams to identify recurring issues and provide quick solutions, which contributed to improving the user experience and delighting customers..

Mini mercado Blanca   **Bogotá, Colombia**
Store Manager   *July 2015– December 2023*

- I led the operational management of a family-owned mini market, optimizing the processes of receiving orders, storing merchandise, and controlling inventory.

- I was responsible for pricing and promotion management, ensuring proper alignment with local market needs.

- I provided customer service, improving the shopping experience through personalized and efficient service, which contributed to customer loyalty and increased sales.

Bingo Game
Academic development project

- I developed a complete system for a bingo game, implementing the backend with Java, Spring Boot, and MySQL to ensure a robust and efficient architecture. I designed and developed key features such as card generation, number extraction, and winner tracking, improving the user experience and ensuring data integrity.

- I integrated MySQL for information and results storage, which enabled efficient management of data in real time. In addition, I worked on the implementation of a secure user registration and login system using Node.js and MongoDB, with a focus on authentication and authorization, which ensured the protection of credentials and proper access to the platform.

- For the front end, I created interactive web pages using Pug, CSS, and JavaScript, improving the user experience with attractive and functional interfaces for registration, login, and enjoyment of the bingo game.

Development of CRUD System for Contacts Agenda
Academic development project

- I developed a complete CRUD system for a contact list, using Java, Spring Boot, MySQL, HTML, CSS, and JavaScript. I designed and implemented the functionalities for creating, reading, updating, and deleting contacts, ensuring an intuitive and attractive user interface.

- I applied my skills in Java programming, web design with HTML and CSS, and interactive development with JavaScript, creating a user experience that is smooth and dynamic.

EDUCATION

UNIVERSIDAD CENTRAL   **Bogotá, Colombia**
Electronic engineering   *August 2021*

ADDITIONAL SKILLS

- Native Spanish speaker. B1 level in English.

- Skills in backend programming, mainly with Java, I also have knowledge of C,

- JavaScript and NodeJS.
- Knowledge with SQL database.

- Spring framework management

- HTML and CSS knowledge.