

Laura Díaz

Core Skill:

AM Dev

Industry Verticals:

Insurance

Programming Languages:

Java

Python

JavaScript

HTML

CSS

SQL

Databases:

Microsoft SQL Server

MongoDB

Firebase

MySQL

Tools & Techniques:

Agile

Scrum

Kanban

Git

GitHub

Microsoft Office

Postman

Summary:

Diligent and proactive applications management engineer with experience in software development and configuration management. His working experience includes being the tech lead for a configuration support team and developing different web applications using Front-End frameworks. He is familiar with SQL and Non-SQL databases and can learn and manage customer-specific applications. Additionally, he has experience providing support to customers, debugging applications and handling deployments to Production with different CI/CD tools like GitHub, Jenkins, TeamCity, and Octopus. Andres is eager to learn new technologies, enjoys sharing his knowledge and is always up for a challenge. He is a team player with excellent communication skills and critical thinking.

Qualifications:**Educational Background:**

Bachelor's Degree in Systems and Computing Engineering , Universidad de los Andes, 2020

Certifications:

Scrum Foundations Professional Certificate, Certiprof, 2020

Spoken Languages:

Spanish, Native

English, C1

Soft Skills:

Adaptability

Conflict Resolution

Detail-oriented

Critical Thinking

Continuous Learning

Leadership

Problem Solving

Teamwork

Communication

PROFESSIONAL EXPERIENCE

Industry sector: Insurance		
Support Engineer Level 3: Insurance Configuration		
2020-01-13 – Currently		
Project descriptions: Providing support to online web applications for an insurance company. Enhancing the different functionalities that the applications provide like handling real-time insurance data, cutting edge analytics and document generation. Application support is done following a Kanban approach with multiple tasks: updating intelligent document information, improving application workflows and adding new configuration settings.	Responsibilities: - Technical lead for configuration analyst team. - Developing new configurations for different applications. - Handling configuration deployments to Production environment. - Incident Management including triage and escalation. - Monitoring applications and services. - Solving Production Support issues. - Writing and organizing documentation. - Training and guiding on-boarding process for new joiners.	
Programming Languages: SQL, Visual Basic	Tools & Techniques: Git, Kanban, Scrum, Sql Server, ServiceNow, Jira, Confluence, GitHub, Microsoft Office, SQL	Testing: Unit Testing

Industry sector: IT Services		
Support Engineer L3 - Full Stack Development		
2019-12-02 – 2020-01-13		
Project descriptions: Solution developed to facilitate the process of lending books in Bogotá DU. It has a mobile component and a web component, used to decrease the number of steps required to check out a book to read and eventually return it.	Responsibilities: - Supporting the development process. - Fixing bugs (Front-End and Back-End). - Adding new features (Front-End and Back-End)	
Programming Languages: JavaScript, Python, SQL	Tools & Techniques: IntelliJ IDEA, Heroku, Flask, React.js, SQL	Testing: Unit Testing

