

Documentation

Web design developer

Data analysis

Teamwork

- 2 years of experience in customer support, solving software-related issues.
- 1 year of experience leading and participating in software implementation, quality control, and documentation projects.
- Currently studying a Diploma in Software Engineering Technician.
- Familiar with QA, C#, JavaScript, Python, Oracle, MS-SQL Server, Unix/Linux, HTML, Microsoft Tools.
- Excellent problem solver with strong analytical skills used to troubleshoot issues
- Strong written and verbal communication abilities when working with customers and team members
- High energy, flexible, quick learner and achievement oriented.

EDUCATION

Software Engineering Technician

January 2024 – Present

Centennial College, Toronto, ON.

Currently maintaining a GPA of 4.5/4.5.

Msc Chemical Engineering and Process Management

September 2019 – September 2020

London South Bank University, London, United Kingdom.

Distinction Awarded.

RELATED WORK EXPERIENCE

Product Specialist

August 2021 – January 2024

Open International, Cali, Colombia.

- Led the configuration of the collection management module and spearheaded the development of the payment files format as part of the implementation project with ECOGAS (Mexico), ensuring the precise alignment with their unique business requirements and operational objectives.
- Collaborated with cross-functional teams to develop comprehensive documentation manuals for two different software releases, ensuring accuracy and completeness of technical materials.
- Responsible for providing online and on-site functional training to customers, emphasizing exceptional customer service skills.
- Diagnose and solve customer reported problems. More than 100 cases resolved in compliance with Service Level Agreements (SLA).
- Conduct software quality testing. Successful participation in three internal quality assurance projects, meeting the schedule and objectives set.

Apprenticeship training in technical quality department

February 2018 – August 2018

Aluminio Nacional, Yumbo, Colombia.

- Assign, co-ordinate and review the execution of different projects to optimize the aluminum anodizing process. During my tenure, the internal rejection was maintained 0.2% below the average.
- Supervise and provide monthly training to co-workers and quality inspectors about the anodizing process.
- Compile, automate, and analysis: data, statistics, and other relevant information, in order to keep a record of the main quality indicators to make daily and monthly reports.

OTHER WORK EXPERIENCE

Administrator

February 2021 – August 2021

Distribuidora Sacha, Cali, Colombia.

- Responsible of supervising a group of 4 sellers.
- In charge of inventory management and accounting.

Customer Service / Sales Associate

Sep 2017 – February 2018

Fajas O'line, Cali, Colombia.

- Responsible for meeting the weekly sales goal in-store and using social medias.

CERTIFICATES

Leadership and teamwork in continuous improvement groups (Micro Master)

March 2018 – July 2018

edX Virtual Course offered by UPValenciaX.

Project Management of Engineering Projects: Preparing for Success!

October 2017 – December 2017

edX Virtual Course offered by the Delft University of Technology.

Advanced Excel course with emphasis on administration and data analysis

October 2017 – December 2017

Autonomous University of the West, Cali, Colombia.