Oscar Palencia

RESUME

Senior Full Stack Developer & Systems Architect

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Guatemala City, Guatemala (Open to relocation and U.S. visa sponsorship)

15+ years building scalable platforms and insight-driven tools that solve real business problems. Known for bridging technical depth with operational clarity to empower cross-functional teams and restore trust in processes. Whether architecting a BI dashboard, optimizing a contact center, or rebuilding fragile macros into resilient systems, I build what lasts and connects.

Open to U.S. visa-sponsored roles. For full narrative and project deep dives, visit my **LinkedIn page**

🔥 Value Proposition

When you hire me, you're not just bringing in a skilled engineer — you're welcoming a systems thinker who gets how deeply human needs, technical clarity, and operational sustainability intersect. I build platforms that don't just work — they last, adapt, and communicate with purpose. My experience lives not just in code, but in the conversations that turn blurry requirements into scalable, people-centered solutions.

At every step of my career, I've challenged fragile processes, restored trust through smarter data pipelines, and stepped into leadership gaps to bring clarity where it was needed most. I'm not afraid to question the status quo or take ownership before I'm asked — especially when that ownership leads to progress. That kind of autonomy is where I thrive.

I work alongside stakeholders as a strategic partner, not a task taker. I bridge technical conversations across disciplines, guide decisions with empathy and clear thinking, and never lose sight of the people our systems serve. Whether I'm mentoring engineers, collaborating across countries, or rolling up my sleeves to fix what's broken, I'm known for delivering systems that actually solve problems.

But here's the real story: I'm looking to join a company as a developer, contribute meaningfully, and absorb everything I can about the business from the ground up. I want to learn the ropes, earn trust, and build credibility — so I can grow into a tech leadership role where I drive change from both the technical and strategic front. My long game is about impact: leading with clarity, scaling with empathy, and helping teams do their best work in environments built for success.

Hiring me isn't just a tactical win — it's a forward-looking investment. I move fast, adapt often, and bring a rhythm that gets things done with purpose and momentum.

🔧 Core Competencies

🧱 Tech Stack & Engineering Capabilities

- **Languages & Frameworks:** JavaScript, TypeScript, React, Vue, React Native, Node.js, Express, .NET, C#, Python, Java, PHP, Laravel
- **Architecture & Ops:** Docker, Kubernetes, CI/CD pipelines, Nginx, Apache, AWS (S3, CloudFront, etc.), Git & GitHub
- **Testing & QA:** Jest, React Testing Library, Chromatic, Storybook
- **Integration & APIs:** GraphQL, REST, Twilio Flex, Contentful, WebSockets, TokBox, Stripe
- **Automation & Data**: SQL and NoSQL, PostgreSQL, Excel + VBA, BI pipeline design

🧩 Systems Architecture & Optimization

- Expertise in building modular, scalable platforms from the ground up
- Proven record of automating workflows to unlock time, accuracy, and team energy
- Translate operational bottlenecks into technical solutions with measurable impact
- Designs for maintainability, data integrity, and long-term scalability

🤝 Team & Leadership

- Empathetic leadership across cross-functional teams and distributed environments
- Stakeholder alignment via clear communication, documentation, and strategic vision
- Mentored junior developers and guided technical onboarding
- Leads with trust, transparency, and shared purpose

🎯 Business Strategy & Delivery Excellence

- Agile-certified Scrum Master & Product Owner — skilled in delivery strategy and backlog prioritization
- Skilled at client-facing discovery, delivery planning, and KPI alignment
- Combines Business Administration training with engineering expertise

📜 Certifications & Specialized Training

🚀 Engineering Mastery

- React Native & Advanced React Development
- Next.js – Scalable Web Applications
- TypeScript – Strongly Typed JavaScript Systems
- Socket.IO & WebSocket Architecture
- Jest & React Testing Library – Unit Testing for Confidence
- Docker & Kubernetes – Containerization & Orchestration
- Micro Frontends – Modular Architecture for Large Teams

🧩 Platform Integration & Technical Ops

- Contentful – Headless CMS Workflows
- Git & GitHub – Advanced Version Control Workflows

🤖 AI, Automation & Modern Interfaces

- ChatGPT & Prompt Engineering Fundamentals
- Artificial Intelligence Foundations

📊 Agile & Product Strategy

- Certified Scrum Master & Product Owner

💼 Professional Experience

Senior Software Application Developer – TELUS Digital *Remote 2022–present*

- Contributed to monorepo systems for enterprise-scale web apps using React, React Native, Contentful, Node, and Next.js.
- Developed production-ready components for the shared community library, improving code reuse and developer velocity across teams.
- Served as development liaison for analytics integration, improving interdepartmental communication and uncovering critical project insights.
- Delivered recurring cross-country tech talks on topics like internal form solutions and AI fundamentals—engaged teams from Canada, Guatemala, and El Salvador.
- Co-led education initiatives to bridge tech fluency gaps between product and development.
- Mentored peer engineers, fostering growth through empathy and structure.

Twilio Flex Developer – Blacc Spot Media *Remote 2019–2021*

- Built custom contact center components using Twilio Flex, React, and TypeScript, tailoring delivery to complex operational flows.
- Facilitated strategic conversations as a client-facing business analyst, aligning product requirements with delivery feasibility and KPIs, resulting in improved solution alignment.
- Bridged technology and strategy by reframing stakeholder needs, mapping technical trade-offs, and identifying high-impact implementation paths, leading to more effective project outcomes.
- Collaborated on goal setting and roadmap refinement, balancing engineering constraints with evolving business expectations, which enhanced project delivery timelines.

Senior Full Stack Engineer – LionMane Software *Hybrid 2017–2021*

- Architected and deployed scalable full-stack applications across React, Node.js, PostgreSQL, and AWS.
- Led client-facing walkthroughs and technical audits to align platform delivery with real-world needs, resulting in improved client satisfaction and project alignment.
- Acted as client relations liaison, translating evolving business needs into clear technical requirements and maintaining continuity across engagements, which enhanced communication and project success.
- Partnered closely with company leadership to address unclear strategic directions, building trust through critical thinking and shared ownership, which led to more effective decision-making and project outcomes.
- Guided junior developers through code reviews and architectural decisions, fostering cross-team learning and improving code quality and team collaboration.

Senior Software Engineer – [24]7.ai (Guatemala)   *On-site 2007–2017*

- Advanced from front-line support to workforce and strategic engineering roles, utilizing VBA, PHP and JavaScript to innovate workforce management processes and replace outdated systems, resulting in improved operational efficiency.
- Redesigned reporting ecosystems, automation flows, and BI pipelines, improving efficiency and scalability, which enhanced user experience and data accessibility.
- Promoted data integrity and transparency by implementing new process management tools and audits, overcoming legacy mindsets to enhance operational truth and decision-making.
- Aligned cross-country teams and improved documentation, which bridged silos and enhanced trust in performance metrics and workforce decisions.
- Served as a trusted advisor across roles and geographies, critiquing existing models and designing improved ones, which led to more effective strategies and solutions.

🧪 Exploratory Projects

While not essential to my core experience, I've included a handful of exploratory projects to reflect something deeper: my passion for building, learning, and pushing boundaries. These aren't just experiments — they're a window into how I approach new technologies, how I stay sharp between roles, and how seriously I take the craft of development itself. Each one is a snapshot of curiosity in action, a step forward in expanding my reach and refining my perspective — not just as a developer, but as someone always working toward broader impact

- **Web Music Player with Rhythmic Visualization**
  Built an interactive music player prototype using the Web Audio API to visualize beat and rhythm in real time. Explored signal processing and front-end performance tuning to marry tech with music production instincts.

- **Family Tree App (D3 → React Flow)**
  Prototyped a dynamic family tree platform with progressive library integration—starting with D3 for data relationships and later migrating to React Flow for enhanced UI flexibility. Tackled recursive graph rendering and user-driven navigation.

- **Microphone Catalogue Showcase**
  Developed a college project showcasing microphone types, specs, and studio use cases— blending frontend tech with audio engineering knowledge from music production studies. Created a searchable, filterable layout optimized for clarity and tech fluency.

- **Primitive PHP Framework (Production-Deployed)**
  Co-developed a lightweight PHP framework as an internal alternative when Laravel adoption was blocked. Used in production at [24]7.ai to support custom apps—balancing minimalist design with maintainability. Served as architectural proof-of-concept under real-world constraints.