

# Oscar Palencia

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

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[GitHub](#) | [Website](#)

## Summary

Experienced Senior Software Developer with a strong background in building scalable platforms and insight-driven tools. Known for bridging technical depth with operational clarity, empowering cross-functional teams, and restoring trust in processes. Successfully architected BI dashboards and optimized contact centers, aiming to leverage expertise in software development to drive impactful solutions in a new role.

## 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:** Building modular, scalable platforms from the ground up, 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

- 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
- Contentful – Headless CMS Workflows
- Git & GitHub - Advanced Version Control Workflows
- ChatGPT & Prompt Engineering Fundamentals
- Artificial Intelligence Foundations
- Certified Scrum Master & Product Owner

## Professional Experience

### TELUS Digital

2022 - Present

Senior Software Application Developer

Remote

- 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.

### Blacc Spot Media

2019 - 2021

Twilio Flex Developer

Remote

- 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.

## **LionMane Software**

**2017 - 2021**

*Senior Full Stack Engineer*

*Hybrid*

- 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.

## **[24]7.ai**

**2007 - 2017**

*Senior Software Engineer*

*Guatemala*

- 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**

### **Web Music Player with Rhythmic Visualization** | <https://github.com/ozwild/music-showcase>

*Personal project*

- 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)** | <https://github.com/ozwild/family-tree>

*Personal project*

- 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** | <https://github.com/ozwild/microphones-album>

*Universidad Galileo*

- 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)**

*[24]7.ai*

- 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.

## **Languages**

- English (C2)
- Spanish (Native)