Oscar Palencia

Senior Full Stack Developer & Systems Architect

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

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.

For full narrative and project deep dives, visit my LinkedIn page

🔧 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 with React, Vue, Laravel, 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

I've included a handful of exploration projects to reflect 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.