

FRANKY R. INTERIANO

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PROFESSIONAL SUMMARY

IT support and Application Support professional with experience supporting production system, resolving incidents, and improving system performance in banking and web-based environments. Strong background in SQL, databases, and backend system, with hand-on experience troubleshooting issues, supporting users, and working with cross-functional teams. Adaptable, detail-oriented, and committed to delivering reliable technical support in fast-paced environments.

SKILLS

- Systems & Support: Application Support, Incident & problem resolution, Production Support, System monitoring & Troubleshooting.
- Databases: SQL, PL/SQL, Oracle, MySQL, SQL Server, Data Validation & Reporting.
- Tools: Power BI, JIRA, Trello, Confluence.
- Languages: English: Conversational. Spanish: Native.
- Soft Skill: Communication, teamwork, adaptability, analytical thinking, problem solving, attention to detail.

EXPERIENCE

QALI-T, Remote • Application Support Engineer

(05/2025) – Present

- Provided ongoing support for production web applications, troubleshooting functional and system issues reported by users.
- Assisted in maintaining application stability by identifying root causes and implementing fixes in backend logic and SQL-bases and data models.
- Supported integrations with third-party services, ensuring secure and reliable system workflows.
- Collaborated with stakeholders and technical teams to translate reported issues into actionable technical solutions.

Grupo FICOHSA, Remote • Production Support Analyst

(07/2024) – (10/2025)

- Supported core banking system in a production environment. Resolving incidents and ensuring high availability of critical financial applications.
- Investigated and resolved system issues using SQL, PL/SQL, and Java, reducing operational impact and downtime.
- Participated in on-call and support activities to meet SLA requirements for international transfer system.
- Worked closely cross-functional teams using JIRA and Confluence to track incidents, changes, and system improvements.
- Improved a key international transfer process, reducing processing time from 8 days to 1 day through system optimization and automation.

PIXDEA, On-Site • Technical Support Analyst

(11/2023) - (03/2024)

- Assisted in supporting a web-based application by troubleshooting backend and data-related issues.
- Supported REST APIs and serverless components (AWS Lambda, API Gateway) to ensure reliable data flow and reporting.
- Worked with databases and dashboards to validate data accuracy and resolve inconsistencies reported by users.
- Collaborated with a small agile team to manage tasks and resolve technical issues efficiently.

EDUCATION AND CERTIFICATIONS

Universidad Nacional Autónoma de Honduras - Tegucigalpa, Honduras

- ***System Engineering (2020-2024)***