

## GENERAL INFORMATION

- Professional Summary
- QA Support Analyst with over 2 years of experience, actively pursuing growth in **Software and Web Development**.
  - Led successful implementation of two support services, including **international negotiations** and **team training**.
  - Coordinated a **software engineering project** delivering a web application solution, demonstrating project management and technical skills.
  - Recognized for **strong leadership, analytical problem-solving, and strategic thinking** in team environments.

## EDUCATION

College	<b>Software Development engineering</b> Universidad Cenfotec 2022 - Currently	<b>Web Development Technician</b> Universidad Cenfotec 2022 - Currently
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Languages	English	Spanish
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## SOFTWARE

Languages	- SCSS	- HTML	- JavaScript	- PL/SQL
Frameworks	- MS SQL Server	- ASP.NET	- Bootstrap	- AWS
Other	- Scrum	- Git	- OOP	

## PROJECTS

- AutoSpot
- A car agency platform built with HTML, SCSS, JavaScript, and Bootstrap, enabling payment calculations and reservations with a responsive design.
- MRGMechanics
- A design-focused website for an auto repair shop using Bootstrap, HTML, SCSS, and JavaScript, featuring services, about, and appointment sections.
- Logic & Mathematics
- A web portfolio showcasing logic and math concepts with automation scripts, developed using HTML, SCSS, JavaScript, and Bootstrap.

## EXPERIENCE

## PSAS QA SUPPORT, AMAZON

Aug 2022 – Currently

Responsibilities	<ul style="list-style-type: none"><li>- Execute pre-deployment test runs to verify functionality.</li><li>- Manage <b>system deployments</b> across various platforms using automated pipelines to ensure smooth and timely releases.</li><li>- Perform <b>ticket triage</b> to address and prioritize technical issues, supporting efficient resolution and team workflow.</li><li>- Perform regression and smoke testing to ensure system stability and prevent major incidents.</li></ul>
Key Achievement	<ul style="list-style-type: none"><li>- Automated ticket resolution for specific categories, reducing handling time from 5 minutes to under 5 seconds, significantly improving team efficiency and client response.</li><li>- Created a script for automatic data population in dropdowns on page load, enhancing data consistency and eliminating manual input, ensuring accuracy for statistics and reporting.</li></ul>

## AWS AAM TCSA, AMAZON

Sep 2021 – Aug 2022

Responsibilities	<ul style="list-style-type: none"><li>- Customer support with deep analysis to review and re-secure compromised accounts with unauthorized activities.</li></ul>
Key achievement	<ul style="list-style-type: none"><li>- Assignment of projects based on performance such as peer action plans assistance and case handling in order to seek process improvements.</li></ul>

## AWS CORE TCSA, AMAZON

Sep 2020 – Sep 2021

Responsibilities	<ul style="list-style-type: none"><li>- Provide prompt, detailed and customer-oriented service to AWS customers.</li><li>- Work with support teams to ensure a consistent and high-quality level of support.</li></ul>
Key achievement	<ul style="list-style-type: none"><li>- Promotion within a year for exceeding goals and become a support model in the team.</li></ul>