SANTIAGO DEVIA

437-256-3839
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Toronto, Ontario

PROFESSIONAL PROFILE

Post-graduate student of Software Development, Bachelor of Engineering in **Electronic Engineering** and Bachelor of **Business Administration.** Fast learner with great aptitude for **problem-solving**, **customer service and support**, and teamwork, along with knowledge of **programming** in different languages. Highly interested in web development area and data analysis (1 year experience), well-versed in technology with 2 years of experience in IT Customer Support.

WORK EXPERIENCE

Service Desk Analyst – Schlumberger

Provide worldwide technical support (English and Spanish) to internal customers of the company regarding company's software, including Office Suite automation (**PowerApps, Power Automate**). Documenting previously created application in .Net framework. Creation of basic applications on PowerApps.

Creation of basic applications on **PowerApps for automatic production of company reports**. Documenting applications used in the Service Desk Segment. **Create, resolve or escalate tickets according to urgency.** Responses to customers through Calls, Webchats, Email and in-person.

October 2020 – December 2021

IT Service Desk Intern - Schlumberger

Creation of **reports** of workload during analysts' shifts on **Microsoft Excel and PowerBI**. Creation and development of a web application using **HTML, CSS** and Django framework and Python for the **prediction of workload and the optimization of workers shifts' distribution**.

Maintaining and creating documentation for existing web applications of the company. Providing tutorials for managers and user regarding applications of the Service Desk area.

January 2020 –July 2020

Tutor – Los Andes University

Tutor for various university courses such as "Electronic Digital Systems" and "Public Management. Create excel reports about students' performance (including basic descriptive statistics). Support to the main professor in the elaboration of exams, and evaluation of workshops related to the course's topics

January 2014 – December 2015

Linked-in: https://www.linkedin.com/in/santiago-devia-700289145
Portfolio: https://sdevia10.github.io/my-portfolio/

COMPETENCES AND SKILLS

- 1 year of experience with **Python** language for data management and analysis
- 1 year experience of **CSS, HTML and JavaScript** for web development
- Advance knowledge of **Microsoft Excel** and office Suite.
- Knowledge of **Microsoft Automation programs** (Power Automate, PowerApps, Forms, SharePoint)
- 2 years' experience of **Customer Service and Support.**
- **Relational database management** – Knowledge of **SQL** to extract and modify information.
- Fundamental knowledge of **Angular** and **React** framework and **Bootstrap** for web development
- Fundamental knowledge of **Express**, **Node.js** and **MongoDB** for the creation of RESTFUL API's
- Fast Learner – Enthusiastic about learning new skills

EDUCATION

Software Development and Database Management Postgraduate Certificate – Lambton College Toronto	January 2022 – Currently
Electronic Engineering Bachelor's Degree – Los Andes University (3.28/4 GPA)	Degree obtained 2020
Business Administration Bachelor's Degree – Los Andes University (3.20/4 GPA)	Degree Obtained 2017

ADDITIONAL EDUCATION

Full Stack Web Development with Angular MOOC Hong Kong University - Coursera	July – December 2021

VOLUNTEERING

Volunteer Professor – Colombia Crece NGO Main professor for High School Class (Biology) for senior citizens pursing their high school diploma.	August – December 2016

ACHIEVEMENTS AND RECOGNITIONS

- *Ministry of education:* High performance at State Exam SaberPro 2019 in the Electronics Engineering topics.
- *Schlumberger:* Participation in Power Hackaton in September 2021

LANGUAGES

Bilingual: English and Spanish. - Basic knowledge of French

Santiago Devia