Sebastián Andrés Montandón Vignolo

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I am a professional with solid experience in technical environments and IT support, who in recent years has focused on backend and fullstack development. I have hands-on knowledge of Python, Node.js, Django, Express, and both relational and non-relational databases such as MySQL and MongoDB. Throughout my career, I have actively participated in integration and automation processes, developing and validating test environments in various programming languages, and collaborating with technical teams to optimize workflows and resolve complex issues. I am looking to join a development team where I can contribute my technical experience, analytical skills, and commitment to continuous improvement.

PROFESSIONAL EXPERIENCE

Huawei   **Montevideo, Uruguay**
Network Operation Technician   *Agosto 2013 – Septiembre 2019*

On this occasion I worked with one of the largest companies in the sale of telecommunications equipment and services in the world, Huawei Technologies S.R.L., in this work I carried out various types of tasks, such as network monitoring, both Access and Core Network for our two main clients, Antel and Movistar, I also carried out tasks related to IT, such as installation of new equipment, configuration of new printers, operation and maintenance of Rack for internal use of the NOC, including Dell server running with different virtualized Operating Systems .

PedidosYA(Delivery Hero)   **Montevideo, Uruguay**
Automation technician   *Julio 2020 – Agosto 2022*

- Delivered first and second-level support for automation systems and operational tools, ensuring minimal downtime and continuous service availability for external partners.
- Managed and resolved support tickets through Salesforce, ensuring accurate documentation and timely communication with internal and external stakeholders.
- Performed proactive troubleshooting to identify root causes of technical and operational issues affecting partner KPIs.
- Maintained up-to-date knowledge of automation solutions (hardware, software, and processes) to provide effective support and implement secondary systems or backups when necessary.
- Collaborated with technology and operations teams to suggest and develop new automation solutions.
- Provided technical support for system installation, updates, and maintenance.
- Utilized Excel and reporting tools for performance analysis and operational reporting.
- Supported integrations with external stakeholders, ensuring seamless connectivity and operational continuity.

PedidosYA(Delivery Hero)   **Montevideo, Uruguay**
Integration Support Assistant   *Julio 2022 – Agosto 2023*

- Provided technical support for integration processes, assisting in the resolution of complex cases and ensuring timely response to stakeholder inquiries.
- Supported the team by maintaining quality standards in issue resolution and operational workflows.

- Assisted in monitoring operational performance metrics and identifying opportunities to optimize processes.
- Utilized tools such as Excel and data visualization platforms (Tableau, DataStudio, Looker) to analyze and report on integration performance.
- Applied technical knowledge of IP/TCP protocols, data exchange formats based on JavaScript, and remote access tools to troubleshoot integration issues.
- Collaborated with cross-functional teams to understand stakeholder needs and deliver effective solutions.
- Adapted to evolving technologies and maintained familiarity with Android systems and Windows administration.

PedidosYA(Delivery Hero)   **Montevideo, Uruguay**
IT Support Analyst   *Julio 2023 – Agosto 2025*

- Provided direct technical support to integrated partner companies, assisting in the resolution of operational and technical issues related to system integrations.
- Developed and maintained test projects using SDK-supported languages including PHP, Python, Node.js, .NET, and Java to validate integrations and troubleshoot issues.
- Led the creation and execution of test environments and scripts to ensure the reliability and compatibility of partner integrations.
- Collaborated with cross-functional technical teams to address integration challenges and improve overall partner experience.
- Documented technical procedures, test results, and support cases to maintain clear records and knowledge sharing.

UTU (Work University Uruguay)   **Paysandú, Uruguay**
Computing Bachelor   *2007 - 2009*
Final Project approved with maximum qualification (12)

INNOVA Paysandú (UDELAR / UTU)   **Paysandú, Uruguay**
Computer Technologist (equivalent to Systems Analyst)   *2010 - 2015*

ADDITIONAL SKILLS

Frontend:
- HTML5
- CSS3
- JavaScript
- React
- Accessible development

Backend:
- Python
- Django
- MongoDB
- Node.js
- Express
- MySQL