

# JUAN SEBASTIAN OSORIO GÓMEZ

## Software Developer

(+57) 314713 2470 – jsogfd@gmail.com

Software Developer with technical skills in web software development (frontend and backend), Linux and Windows operating systems, office applications, database management, agile methodologies, with accounting and administrative knowledge. Dedicated, demanding, self-taught, and tolerant under pressure.

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### EDUCATION

**Systems and Telecommunications Engineering:** University of Manizales (Manizales, Caldas), 2016 – present

**English:** National Learning Service (SENA) (Manizales, Caldas), 2013 - 2015

**Technical Assistant in Administration:** National Learning Service (SENA) (Manizales, Caldas), 2013 - 2015

**Commercial High School Diploma:** Claudina Múnera School (Aguadas, Caldas), 2002 - 2015

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### CERTIFICATIONS

**Web Development:** Udemy, 2023 - Present

**PQRS Management:** Javeriana University of Bogotá (Bogotá, Colombia), 2022

**Research Symposium:** University of Manizales (Manizales, Caldas), 2018

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### WORK EXPERIENCE

**Freelance web developer:** Church Website from July to September 2024, Developed and launched a fully responsive website for a church, handling both the front-end and back-end development. Implemented features such as event scheduling and sermon streaming. Ensured the website was optimized for all devices and provided ongoing support for content updates.

**English Interpreter:** Evangelistic Campaign Armenia, July, 2024 Acted as an interpreter during an evangelistic campaign, translating sermons, songs, and testimonies from English to Spanish, ensuring clear communication between international speakers and the local audience.

**Sales Advisor:** Contact center Emergia from October 2023 to March 18, 2024, selling life insurance and all-risk policies, customer service, and objection handling.

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**Junior Developer:** Santa Maria Foundation from March 2023 to May 31, 2024, providing support and maintenance of internal systems, Linux and Windows Server management, network infrastructure maintenance.

**Sales Advisor:** Contact center Uno 27 from January 2022 to April 30, 2023, customer retention and sales of mobile and home services, use of required applications for customer and service management, second-level backoffice specialized in home claims review, and PQRS management, advanced use of office tools such as Excel and PowerBI.

**Logistics Operator:** Coometra Cooperative from June 2020 to January 2021, responsible for handling merchandise, inventory and warehouse organization, customer service.

**In-Store Salesperson:** Ferchos's Boutique, 2020, customer service, warehouse organization, and management.

**Business Internship:** Nuestra Señora del Rosario de Chiquinquirá Church, Aguadas, Caldas, 2015, managing archives through a virtual platform set by the parish, customer service, accounting assistant with spreadsheets, cash handling.

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## REFERENCES

**Daniela Ortiz Ramírez:** Interpreter, 3117590611

**Fabio Osorio Marín:** Retired, 3168931039

**Santiago Vescance:** Logistics Secretary of the Caldas Department, National Police, 3188315280

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