

Walter Geovanni Zetino Alfaro

Computer Systems Engineering Technician

Senior Software Engineer, with more than 5 years of experience in the development of high quality software for distinguished clients in the LATAM region. Currently working as a Technical Leader for automation projects for contact channels based on Artificial Intelligence. Specialized in managing teams with critical thinking and high performance.



✉ walter.zetino@gmail.com

☎ +503 76037687

in linkedin.com/in/walter-zetino-b60115136

EDUCATION

Computer Systems Engineering Technician ITCA-FEPADE

2009 - 2010

WORK EXPERIENCE

Technical Development Leader Onelink BPO

07/2014 - Present

IT Applications Direction

Responsibilities

- Lead the development of automation models based on Artificial Intelligence(Dialogflow, Botframework, NLP, fulfillment, Training) for customer self-management in digital channels(Whatsapp, Messenger, Webchat).
- Search and implementation of the best technologies for chatbot's development.
- Search, evaluation and selection of third-party providers.
- Cloud infrastructure budget management.
- Create and configure Pipelines(Azure Devops) and sonar cloud to ensure code quality.
- Solve vulnerabilities reported by ISEC.
- Develop frontend, backend and APIs solutions leveraging the cloud services such as Azure and Google Cloud.
- Monitor Application Insights

Contact: José Rubén Aquino - +503 7855 0534

Workforce Management Analyst Onelink BPO

06/2012 - 07/2013

Responsibilities

- Analyze KPIs and take action based on that
- Monitor Calls
- Send reports periodically

Contact: Mario Colocho - +503 7850 8345

Internship City Hall

El Congo, Santa Ana

Developments/Tasks

- Inventory System.
- Observatory System(Social Problems that occur in the municipality such as: Assaults, Arrests, Violence, School Dropouts).
- Volunteer as a computer teacher(USAID).

SKILLS

Microsoft Cognitive Services

Azure Cloud

DDD

TDD

SCRUM

CI/CD DEVOPS

GIT

MVC

Google Cloud

Chatbots

C#

.Net Core

.Net Framework

PHP

Javascript

Angular 6

JQuery

Firebase

Node JS

CSS & Bootstrap

Power BI

Wordpress

WAMP

LAMP

Procesmaker(BPM)

IONIC

Local Storage

SQL

MySQL

PROJECTS

Process automation based on chatbot for a quality health services company (medical appointment, see details, cancel and payment)

- Firebase, Dialogflow, Botframework, fulfillment

Develop QnA and automation process for a distinguished airline company

- Whatsapp, Messenger, Dialogflow, .Net Core, english, spanish

Led the architecture and design of a regional internal social network(features: schedule, payroll, administratives requests).

- PHP, LAMP, Azure Cloud

CERTIFICATES

Azure AI Engineer Associate (AI-100) (2020)

Microsoft Azure Fundamentals (2019)

SCRUM & Agile Methodology (2017)

ITIL V3 BASE (2017)

LANGUAGES

English

Professional Working Proficiency

Spanish

Native or Bilingual Proficiency