## 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.



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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

- Responsabilities
- 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

Responsabilities

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

Contact: Mario Colocho - +503 7850 8345

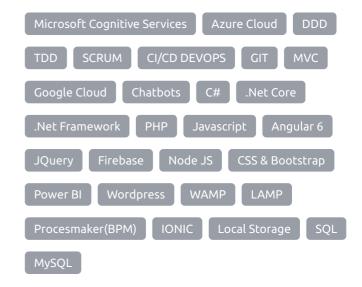
# **Intership** City Hall

El Congo, Santa Ana

Developments/Tasks

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

### **SKILLS**



## **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 Al Engineer Associate (Al-100) (2020)

Microsoft Azure Fundamentals (2019)

SCRUM & Agile Methodology (2017)

ITIL V3 BASE (2017)

## **LANGUAGES**

English
Professional Working Proficiency

Spanish

Native or Bilingual Proficiency