WILLIAM MONSALVE DAZA

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Professional Summary

Motivated professional with software support experience and a solid foundation in software engineering. Skilled in managing production data and resolving system issues using API tools. Proficient in front-end development (HTML, CSS, Bootstrap, React) and experienced in Java, C++, and Python. Strong problem-solving, teamwork, and communication skills. Seeking a junior-level software engineering role to leverage technical expertise in developing innovative solutions.

Websites, Portfolios, Profiles

- https://wmonsalv.github.io/portfolio/

Skills

- HTML, CSS, Bootstrap, JavaScript Libraries and Frameworks.
- Python, Java, C++
- Postman, Git
- Strong analytical skills for diagnosing and resolving software issues efficiently

Work History

Software Support Consultant, 06/2023 to Current

Manhattan Associates – Atlanta, GA

- Utilized various API tools and services to update and maintain production data, ensuring accurate and timely data handling in response to operational issues.
- Diagnosed and resolved system bugs and inefficiencies by thoroughly reviewing system logs and collaborating with development teams, enhancing overall system performance and reliability.
- Collaborated with cross-functional teams to understand client requirements, providing feedback and recommendations for system improvements and new feature implementations.

Education

Bachelor of Science: Computer Science, 05/2023

Kennesaw State University - Kennesaw, GA

Associate of Applied Science: Cybersecurity, 12/2017

Chattahoochee Technical College - Marietta, GA