

José William Sorto Alvarenga



CONTACT INFO



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EDUCATION

Engineering in Computer Science.

Don Bosco University

2000 – 2008.

LANGUAGES

- Spanish (Native Speaker)
- English (Proficient)

TECHNICAL SKILLS

Programming Languages

- Visual Basic .NET
- C#
- JAVA
- Javascript
- Python

Databases

- Oracle 10g/11g/12c
- Microsoft SQL Server
- PostgreSQL
- MySQL

SUMMARY

I am seeking a software engineering / full stack developer position where dependability is valued.

WORK EXPERIENCE

Systems Analyst.

AVP Support & Solutions | 10/2018 – 12/2020

Staff Outsourcing at Claro El Salvador.

- Solution of billing issues for segment DTH, residential and corporate internet, mobile and landline for Claro Panama.
- Preparation validation of report of traffic control per service for Central America region (CENAMPA).
- Development and optimization of SQL queries/procedures for detection of possible errors in billing within mobile segment for Central America region (CENAMPA).

Operations Analyst / Systems Development Support.

Atento S.A. de C.V. | 08/2015 – 09/2018

- Project management, software development and technical support of web and desktop applications for clients Banco Agrícola, AFP Crecer, Telefonica El Salvador, etc.
- Analysis and distribution of incidents/issues to Telefónica's internal areas such as Billing, Marketing, General Services, Account Management, changes of plan by AVI Platform.
- Provide support for tracking assigned/resolved tickets entered in mailbox.

Programmer Analyst.

Icon Americas | 04/2014 – 08/2015

- System module improvements for BSCS billing system with JAVA and Oracle 11g tools at Claro El Salvador.
- Design and execution of porting tests scenarios for land line and prepaid products.

Help Desk IT Analyst.

Telefónica Móviles El Salvador S.A. de C.V. | 04/2012 – 02/2014

- Software development system administrator, technical support of SIDRA automation system at Telefonica Moviles El Salvador.
- SIDRA System implementation/automation with tools VB.NET, ASP.NET, Crystal Reports and Oracle 11g.