

JD

Software Development Manager

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SUMMARY

This is a summary of my **studies, career, and certifications**, highlighting my **experience in diverse roles** in **different companies and countries**.

After graduating as an **Industrial Engineer**, I started working in the career's main roles in the job market, such as **logistics, management, and processes control and optimization**.

Later on, I **pivoted to a technical career path**, starting in **Quality Assurance Automation**, leading to growth into a **Sr. Full Stack Developer**, and later on to the role of **Technical Leader** of a team of highly-skilled software developers.

Currently as a **Software Development Manager**, I lead teams of developers located through Guatemala, El Salvador, and Canada, collaborating with them and their Technical Leaders as my direct reports.

WORK EXPERIENCE

Telus Digital Experiences

November 2021 - Present

- Recently promoted to **Software Development Manager** in charge of ensuring timely delivery of features by managing teams of developers, coordinating with their Technical Leaders.
- Previously, in the role of **Technical Leader** I was in charge of leading a team of developers across Guatemala, El Salvador, and Canada.
- Started as **Sr. Full Stack Developer** in a team in charge of several applications under a microservice platform.

Xoom, a PayPal Service

September 2014 - November 2021

- Ended my tenure as **iOS Mobile Developer**, after my time as NodeJS **Backend Software Engineer** in a team in charge of several microservices for a cloud platform.
- My technical career started here, as a Java **QA Automation Engineer**.
- Starting as **Technical Product Owner** managing and monitoring service level agreements with providers.

Xerox

October 2013 - September 2014

- As **Service Delivery Manager**, I gathered, parsed, and interpreted logistic information about the client's infrastructure and equipment.
- In order to maintain service levels, I coordinated the operations that guaranteed that all hardware was in proper working conditions, as well as their supply management.
- Created reports from the **ERP System's database**, properly analyzing and interpreting them for presentations to stakeholders and decision makers.

Citibank de Guatemala

September 2012 - October 2013

- As a **Senior Control Analyst**, I was in charge of supplying and analyzing delinquent account data so that call queues could be optimized and recovery maximized.
- One of my main contributions was the **automation of data processing and reports generation**, allowing for clear portfolio visibility, easing decision making for its management.

Sigma Constructores, S. A.

September 2008 - April 2012

- **Starting as Operations Engineer**, I was in charge of the Heavy Machinery and Transportation Central Repair Facility, leading teams of mechanics, electricians, metal workers, etc.
- Later, as **Processes Engineer**, I documented processes and executed optimization cycles. I formed part of the implementation process of ERP Software.
- As the **Project Manager for the ERP system implementation**, I led the scope definition, systems evaluation and selection process, as well as the execution and delivery of the integration of the system into the company's operations.

Walmart Centroamérica

June 2004 - September 2008

- As a **Distribution Center Operations Engineer** my main focus was on process control via statistics, in order to optimize stock at the warehouse, as well as minimizing item picking routes.
- During the adoption of the global Walmart platform, I **automated the warehouse data migration process**.

ACADEMIC EDUCATION

Universidad Galileo

Master in Financial Administration | 2009 - 2010

- The syllabus was focused in **micro and macroeconomics**, as well as **financial concepts**, with emphasis on **project viability analysis**. Learning to use the technical tools and the most popular and relevant software packages was a requisite.
- Some other topics covered included **managerial techniques, and financial indicators and controls**.

Universidad Rafael Landivar

Industrial Engineer | 2003 - 2007

- The career started out focusing on chemistry, mechanics, electronics, computer science, material resistance, among other **STEM subjects**.
- The last years focused on **managerial skills, financial assessment of projects, scenario analysis, and industrial processes** and logistics, as well as the general relevant regulation for diverse industries and global trading.

PROFESSIONAL CERTIFICATIONS

Amazon Web Services (AWS)

AWS AI Practitioner

- Obtaining the AWS AI Practitioner certification signifies that a professional possesses a foundational understanding of machine learning and AI concepts, enabling them to effectively implement AI solutions within business contexts.
- This certification equips individuals with actionable knowledge on AWS tools and services, enhancing their ability to make informed decisions and drive innovation in their organizations.

Amazon Web Services (AWS)



Certified Solutions Architect - Associate

- Focused on the design of cost and performance optimized solutions. Earners of this certification have a comprehensive understanding of AWS services and technologies. They have also demonstrated the ability to build secure and robust solutions using architectural design principles based on customer requirements.
- Badge owners are able to strategically design well-architected distributed systems that are scalable, resilient, efficient, and fault-tolerant.

Amazon Web Services (AWS)



Certified Cloud Practitioner

- Certifies that the candidate has working knowledge of the Amazon Web Services cloud ecosystem, as well as some in-depth features of some of the most important, popular, and widely used services in the industry.
- AWS services covered include Elastic Cloud Compute, Elastic Kubernetes Service, API Gateways, DynamoDB, S3 Buckets, Elastic Load Balancers, among many others.

Python Institute



Certified Associate in Python Programming

- Constitutes a professional, high-stakes credential that measures the candidate's ability to perform coding tasks in the Python language, including the ability to design, develop, debug, execute, and refactor multi-module Python programs.
- The certification also verifies skills and knowledge related to analyzing and modeling real-life problems in OOP categories with the use of the fundamental notions and techniques available in the object-oriented approach.

OpenJS Foundation



NodeJS Application Developer

- JSNAD certification demonstrates the ability to perform tasks in real world-type environments, giving employers confidence that the certificant possesses a broad range of skills around JavaScript and related technologies.
- Passing a performance-based exam demonstrates the candidate's ability to perform challenging real world tasks under time constraints.

Oracle



Professional Java Developer

- Demonstrates proficiency in Java software development recognized by a wide range of world-wide industries, broad knowledge of the Java programming language, coding practices, and utilization of new features incorporated into Java.
- By passing the required exam, a certified individual proves tremendous fluency in Java and the acquisition of the valuable professional skills required to be a Java software developer.