

Juan Estrella

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Thornhill, ON L3T 4C6

PROFESSIONAL SUMMARY

Enthusiastic Bilingual Application Support Analyst eager to contribute to team success through hard work, attention to detail, customer services and excellent organizational skills. Clear understanding of Programming Languages, Database Management and other technologies. Motivated to learn, grow and excel in IT industry.

CURRENT SKILLS

- Python
- Javascript
- Vue.js
- Node js
- Amazon Web Services (AWS) Integration as LAMBDA, SAM (local environment)
- API knowledge (Postman)
- Linux, Windows, IOS
- Database Management (MySQL, MS SQL)
- Training & Development
- Adaptability
- Collaboration
- Critical thinking
- Git
- Pylint (coding analysis)
- Customer services
- Speak both English and Spanish

WORK HISTORY

APPLICATION SUPPORT SPECIALIST 09/2018 to Current **Dealer-FX, Markham, ON**

- First line of support for problem/incident determination. Reproduce, diagnose and resolve technical problems encountered by users of our applications.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Ability to troubleshoot web application using Chrome DevTools.
- Configured devices and software to set up work stations for employees.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues to development team, QA and/or Data team.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

FULL STACK DEVELOPER INTERNSHIP 03/2021 to 06/2021 **HMH Sistemas Colima, Mexico**

- Applications in the Backend currently developed in Python
- Effectively coded CRUD (Create, Remove, Update, Delete) apps by using AWS SAM locally in Linux, and MySQL as Docker container before deploying AWS lambda and API Gateway.
- Testing to maintain clean code by using Pylint
- Planned, developed, tested and maintained web applications using Vue.js as Framework
- Used critical thinking to understand requirements and business specifications.

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- Using GitLab to store remote repositories between the teammates

MENTOR SOFTWARE DEVELOPER 09/2017 to 04/2018
Confederation College, Thunder Bay, ON

- Used critical thinking to break down problems, evaluate and provide guidance to the students.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Developed and implemented performance improvement strategies and plans to promote engagement with my mentees.

FRONT-END DEVELOPER INTERNSHIP 10/2017 to 12/2017
Qwantech, Thunder Bay, ON

- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Maintained excellent attendance record, consistently arriving to work on time.
- Prepared variety of different written communications, reports and documents to ensure smooth operations.
- Developed team communications and information for meetings.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

EDUCATION

Associate of Applied Science: Computer Programmer, 05/2018
Confederation College – Thunder Bay, ON

Bachelor of Science: Computer Science, 07/2006
University of Colima – Colima, Mexico

WEBSITE

- <https://www.linkedin.com/in/juan-estrella-10022695/>
- <https://www.juanestrella.net/>

PORTFOLIO

- https://www.youtube.com/watch?v=7d5qN2_3tts