

CAMILA ELIZABETH ALVARADO ASTROZA

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I have over 8 years of experience in software development. In recent years, I have focused my professional growth on team leadership and project management, primarily supporting the gathering, development, monitoring, implementation, and maintenance of systems/services.

In both professional and academic settings, my responsibility, proactivity, and leadership have distinguished me. I love sharing and teaching what I know, as well as learning from others. I have worked in PMI project management, agile team leadership, and application development in C# / VB ASP.NET, PHP, and JavaScript.

SKILLS AND ABILITIES

Programming Languages: C# / VB ASP.NET (Advanced), PHP (Intermediate), Java (Basic), Python (Basic), JavaScript (Basic), Angular (Basic), ReactJS (Basic).

Tools: Visual Studio, Visual Studio Code, Git, GitLab, GitHub, Azure DevOps, Teams, Microsoft Planner, Microsoft To Do, Office Suite, Visio, Project, Trello, SQL Developer, Jenkins, SonarQube, Maven.

Languages: Spanish (Native), English (Reading: Intermediate, Writing: Intermediate, Listening: Basic, Speaking: Basic).

EXPERIENCE

Software Engineer – SONDA – Santiago, CL

01/2024 - Present

I specialize in Full Stack Development, handling both front-end and back-end technologies. I develop and manage technical and functional documentation, enhancing team communication and understanding. My experience includes building applications with VB .NET 4.x, writing PL/SQL queries and procedures to optimize data performance in Oracle, and executing maintenance and fault correction to ensure system stability. I coordinate development using Azure DevOps, facilitate team collaboration, and conduct functional QA and cross-validation to ensure product quality.

IT Service Manager – Entel Contact Center – Santiago, CL

01/2023 – 01/2024

I led the requirements gathering and analysis process to capture client needs for technology projects. I planned project implementations, setting tasks and strategies to ensure timely delivery. I created requirement documents and user stories, providing clear guidance for the development team. I managed the full development lifecycle, including documentation, testing, implementation, and maintenance, ensuring service quality and continuity. I supervised and optimized Contact Center services to maintain high efficiency and customer satisfaction. I handled fault resolution by analyzing and coordinating fixes with relevant teams to ensure service operability. I coordinated with suppliers to ensure compliance with service

agreements and developed technical proposals for bids, presenting innovative and competitive solutions to secure contracts. Additionally, I managed relationships with both internal and external clients, acting as the main point of contact to align expectations with project outcomes.

Project Engineer – Entel Contact Center – Santiago, CL

11/2021 – 01/2023

I led requirements gathering with clients, ensuring a clear and accurate understanding of business needs. I planned internal project implementations, defining tasks, resources, and strategies for successful execution. I developed requirement documents and user stories for the development team, facilitating task comprehension and execution. I managed the full development lifecycle, including documentation, testing, implementation, and maintenance, ensuring service quality and continuity. I handled fault resolution by analyzing issues and coordinating fixes to maintain service operability. I effectively managed internal client relationships, serving as the main point of contact for queries and project coordination. I applied the SCRUM methodology in internal projects, facilitating continuous planning, execution, and review. I implemented SCRUM ceremonies, such as daily stand-ups, planning, and retrospectives, to keep the team focused and agile.

Software Developer – Deloitte – Santiago, CL

08/2021 – 11/2021

I served as a Full Stack Developer, creating and maintaining applications using both front-end and back-end technologies. I developed robust and efficient solutions using C# with .NET 4.x and Angular with MVC pattern to meet business needs. I managed code versioning with Git, ensuring accurate change tracking and facilitating team collaboration. I worked closely with other developers and teams, contributing to the effective integration of various project components and ensuring high-quality final products.

Team Leader / Software Developer – Genes TI – Santiago, CL

12/2017 – 07/2021

I conducted requirements gathering with clients to ensure alignment of solutions with business needs. I developed and managed technical and functional documentation, enhancing team communication and understanding. I led a development team technically, guiding and supporting members to achieve project goals effectively. I applied Agile SCRUM methodology in internal projects, facilitating continuous planning, execution, and review. I implemented SCRUM ceremonies, such as daily stand-ups, planning, and retrospectives, to keep the team focused and adaptable. I trained and supported new team members, accelerating their integration and contribution to projects. I served as a Full Stack Developer, building applications using both front-end and back-end technologies, including C# .NET 4.x and JavaScript. I developed PL/SQL queries and procedures in Oracle, improving data performance and efficiency. I performed maintenance and fault correction on existing applications, ensuring operational continuity and system stability. I coordinated and managed development using GitLab, ensuring proper integration and team collaboration. I collaborated with multidisciplinary teams, contributing to the successful delivery of projects on time. I conducted functional QA and cross-validation to ensure final products met quality standards and requirements.

BI Intern – Walmart – Santiago, CL

10/2017 – 12/2017

As a BI Intern, I automated the generation of reports in Excel using macros, significantly reducing manual processing time. I created and optimized interactive reports in Tableau and Power BI, delivering visualizations that enhanced strategic decision-making. I developed PL/SQL queries and procedures in SQL Server to support data management. Additionally, I built and customized applications in SharePoint 2010, improving internal project collaboration and management.

I led requirements gathering with external clients, ensuring accurate interpretation of business needs. I developed and managed technical and functional documentation, enhancing communication efficiency between teams. I performed Full Stack Developer tasks, contributing to all phases of the software development lifecycle. I developed SharePoint 2010 applications for clients across various industries. I wrote and optimized PL/SQL queries and procedures in SQL Server, improving database performance. I worked closely with multidisciplinary teams to ensure successful project delivery within deadlines. I conducted functional QA and cross-validation to ensure product quality and compliance with standards.

EDUCATION

Universidad de Santiago de Chile – Santiago, CL	2023 – 2024
Diploma in Cloud Architecture	

Universidad del Desarrollo – Santiago, CL	2022 – 2023
Diploma in Agile Business Development	

Duoc UC – Santiago, CL	2015 – 2020
Bachelor's Degree in Computer Engineering	

Duoc UC – Santiago, CL	2015 – 2017
Analyst and Programmer	

Liceo Politécnico Andes – Santiago, CL	2011 – 2014
Technical High School Diploma in Telecommunications	

EDUCATION

Capacitación Usach	2024
DevOps Foundation	

Ninja Excel	2023
Intermediate Microsoft Excel	

SCRUMstudy - Accreditation Body for Scrum and Agile	2022
Scrum Fundamentals Certified	

Duoc UC	2020
Agile Methodologies for Digital Transformation	