

Contact

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Core skills

ITIL Certification
CompTIA Network+ Certification
Project Management
Integration
Team lead
Programming
Client management
IT infrastructure

Languages

Spanish (Native)
English (Professional Working)
English College Platon Language School
(Montreal, Canada)
october 2018 – january 2019

Certifications

- ITIL FOUNDATION CERTIFICATION
- COMPTIA NETWORK+ CERTIFICATION
- SCRUM FOUNDATION PROFESSIONAL CERTIFICATE (SFPC)
- React + Redux course
- EF SET English Certificate 66/100 (C1 Advanced)
- Scrum Foundation Certificate
- SQL Fundamentals

EDUCATION

- **Systems Engineer with software emphasis**
Antonio Nariño University
2002 Bogotá
- **Specialization Augmented Reality & Virtual Reality**
Holberton School
july 2020 – currently
- **Full-stack software engineering**
Holberton School
september 2019 – june 2020
- **Project Management Professional (PMP) Training**
Intelligent Training
august 2016
- **ITIL Foundation Certification**
IT Service
january 2013
- **CompTia Network+ Certification**
october 2010

John Alexander Urrego Sandoval

Full Stack software developer, IT Team Leader Hewlett Packard and Procter & Gamble. C, C#, Python, REACT, JavaScript, CSS, HTML, MySQL, Flutter, GCP, Unity, Git, scripting, Linux, Windows Server, WLAN, LAN, Networking.
Colombia

PROFESSIONAL PROFILE

Full-Stack Software Developer, Systems Engineer with emphasis in Software, ITIL Foundation certificate, CompTIA Network+ certificate, PMP project management training, SCRUM Foundation certificate, proficient in the use programming languages like C, C++, Python, REACT, JavaScript, CSS, HTML, SQL, as well Flutter, Linux/Unix systems, bash, scripting, GIT, Windows Server, GCP, frameworks like Node.js and Flask, NGINX, currently going in-depth in Augmented and Virtual Reality (AR/VR) using C# and UNITY, huge experience working and supporting infrastructure projects related to datacenters, WLAN, LAN and Networking.

Extensive experience leading the IT support area in companies of mass consumption and technology such as Procter & Gamble and Hewlett Packard, IT project management and technological integration interacting transversely with international work teams, planning and management for the deployment of services infrastructure and contracts with suppliers managing budget and complying with the agreements of established service levels, development of national and international cooperation agreements, lead local software development teams, renovation of technological infrastructure and end user support, Scrum and Six SIGMA methodologies, Service Manager and ServiceNOW-SNOW, development software solutions with agile methodologies.

I am a professional used to work with highest standards and management by objectives, with extensive technical and administrative skills, with strengths such as client management, planning and organization, strategic thinking, teamwork, decision-making and excellent achievement orientation with a style of leadership that provides recommendations for continuous improvement and advice to establish the direction within the work team. In recent years I have deepened in the study of software engineering and Machine Learning, developing an own bash/shell and own functions that improving the data manipulation, as well as being a writer for Data Science Analytics Vidhya Medium Publication.

EXPERIENCE

Holberton School Colombia

Student Augmented Reality Software Engineer

july 2020 - Present

Bogotá, Colombia

Based on Full-Stack Software Engineering foundation, AR/VR teaches the fundamentals of an emerging and exciting technology that will impact the future of many industries, learning to program in C# and develop interactive mixed reality projects in Unity3D, the world's leading real-time game engine.

Student Full Stack Engineer

september 2019 - june 2020

Bogotá, Colombia

Intensive program where develop fundamental software engineering skills, learn coding fundamentals and soft-skills working in a collaborative, project based environment for the real-world scenarios as well fundamentals in Lower level programming, Higher level programming, and system engineering DevOps by carrying out projects like:

- A replica of a basic Linux shell.
- An own PRINTF function developed with C.
- Monty language interpreter using LIFO and FIFO methods.
- A Linux console for database storage testing in web applications developed with Python.
- Rest API develop for web applications with Flask.
- Design and develop static and dynamic content for an Airbnb clone.

- **Development Enterprise Solutions With .NET.**

Compuclub
april 2003 – may -2003

- **Seminar .NET and Development Enterprise Solutions With .NET**

CTT and Compuclub
december 2002

- **Oracle databases tuning**

Asesoftware Ltda.
june 2003

- **Nortel Networks Certificate Account and Networking Solution Partner.**

Nortel Networks and 3Com Corporation
september 2000- april 2001

- **Certified Engineer Sun Workgroup Systems and Certified Engineer Sun Enterprise Systems.**

SUN Microsystems
november 2000 – december 2000

- Develop a crowdlending app for RAPPI using Flutter, Firebase, Firestore, a server in GPC with the backend using node.js

WORK EXPERIENCE

DXC Technology (before Hewlett Packard Colombia Ltda.)

ITO Svc Delivery Cons I

august 2013 - july 2018

Bogotá, Colombia

Team Leader

As a Team Leader I was head a team of 5-10 technician at sites of P&G in Colombia (General Offices in Bogota, production plan in Medellin and distribution center in Rio Negro), and was responsible for their productivity, technical skill development, permissions and absents, behavior amongst other thing, as well as ensure the success of the Support operation.

Responsibilities:

- Lead a staff of Support Technicians to ensure the successful attainment of Service Level Agreement metrics.
- Be responsible for the hygiene associated with the tickets assigned to my team.
- Define and set team direction and provide guidance to members of team.
- Responsible for the inventory control as well as AMDB accuracy of their sites.
- Lead the installation and support of PCs, laptops, printers, peripherals, and connected equipment in an IT Enterprise environment.
- Assist Support Teams with the application of basic diagnostic techniques to identify problems, investigate causes, and recommend solutions.
- Applying a thorough knowledge of network configuration and troubleshooting techniques such as TCP/IP, WINS, DHCP, and DNS within Windows 7operating system and Windows 10 and MACs to resolve customer workstation issues.

Skills:

- Communication skills.
- Interpersonal and presentation skills.
- Analytical and problem solving skills.
- Organizational and time management skills to prioritize work.
- Ability to work in a team environment.
- Ability to set technical direction for a project or application.
- Ability to perform within defined direction.

Access Consulting S.A.

Team Coordinator

august 2009 - august 2013

Bogotá, Colombia

Responsible for the administration and control of human and technological resources at the headquarters of P&G Colombia, General Offices in Bogotá, and the Production Plant in Medellín. Follow up the work of the Outsourcing company to guarantee the levels of quality in the service (SLA) established for Help Desk and infrastructure services in general; Identify the critical cases and escalate them to guarantee a prompt and expedited solution based on the structure of the client or even a third party. Develop continuous improvement plans, documentation of the processes carried out by the group for the assurance of business continuity, management of software and hardware inventories, management of new projects and implementations either by customer requirements or proactively due to technological changes necessary for the improvement of the service.

ACHIEVEMENTS

- I organized the professional development plan for the members of the Colombian team, getting all the staff certified in the ITIL Foundation.
- I made the debugging and inclusion in the corporate database of 100% of the client's technological assets (servers, communication equipment, PCs, etc.), allowing an optimization of the 40% technological renewal budget.
- Executed the technological update of the datacenter devices (servers, routers, switches), improving the performance and response times of the users' daily use applications and giving way to the implementation of new tools.