# ANGIE PAOLA GARRO MARTÍNEZ

SOFTWARE ENGINEER | BUSINESS INTELLIGENCE | ANALYTICS & AUTOMATION

angiegm5565@gmail.com +506 64788712

## Professional Profile

Software Engineer specialized in software development, process automation, Business Intelligence, data analysis, and systems integration. Experienced in designing and implementing technology solutions focused on process optimization, operational efficiency, and business value generation.

Experienced in developing automation and Business Intelligence solutions, as well as integrating systems through REST APIs and web services, working with databases, and implementing ETL/ELT processes for data transformation and management.

I combine expertise in software development, data analysis, and low-code/no-code technologies to design end-to-end solutions, automate repetitive tasks, integrate platforms, and transform data into actionable insights that support informed decision-making.

Additionally, I have experience in requirements gathering and analysis, project management, continuous improvement, technical problem-solving, and collaboration with cross-functional teams, working under both Agile and traditional methodologies.

## Education

Bachelor's Degree in Software Engineering - **Universidad Cenfotec 2021 - 2026**

Higher Technical Degree in Software Development - **Universidad Cenfotec 2021 - 2023**

Technical Diploma in Accounting and Finance - **CTP Bolívar 2018 - 2020**

## Professional Experience

### Technical Support & SAC Lead

Tilopay | October 2025 – Present

- Lead and supervise Technical Support and Customer Service teams, promoting continuous improvement and process optimization.
- Design and implement workflow automations and process improvements aimed at reducing manual tasks and increasing operational efficiency.
- Lead integration and platform synchronization projects, coordinating processes and ensuring operational continuity.
- Analyze operational processes to identify opportunities for automation, optimization, and digital transformation.
- Conduct technical investigations and root cause analyses to resolve complex issues and propose sustainable solutions.
- Manage KPIs, SLAs, and operational metrics to support data-driven decision-making.
- Coordinate Business Intelligence and data analysis initiatives focused on improving service quality and operational efficiency.
- Collaborate with technical and business teams to implement new solutions, integrations, and process improvements.
- Contribute to initiatives involving systems, APIs, integrations, and digital processes.

### Software Developer and Data Analyst

FT Technologies | July 2024 – September 2025

- Developed and implemented software solutions using .NET Core, .NET Framework, and Java.
- Designed and developed web applications and business-oriented solutions.
- Designed and integrated REST APIs, microservices, and services across different systems and platforms.
- Designed and optimized databases and SQL/PLSQL queries.
- Developed and maintained ETL/ELT processes for data transformation and management.
- Developed dashboards and Business Intelligence solutions using Power BI to support data analysis and decision-making.
- Designed and implemented process automations using Power Automate.
- Developed solutions using Power Apps and SharePoint to digitize and optimize business processes.
- Integrated solutions with Microsoft Azure services.
- Gathered and analyzed requirements and collaborated with cross-functional teams to translate business needs into technology solutions.
- Applied Agile methodologies, SOLID principles, and software development best practices.

### Full-stack Developer

Freelance Software Engineer | June 2022 – June 2024

- Developed web applications, e-commerce platforms, and customized digital solutions.
- Gathered and analyzed requirements directly with clients.
- Designed technology solutions aligned with business objectives.
- Delivered end-to-end solutions, from conceptualization and design through development, testing, deployment, and maintenance.
- Integrated services and platforms through APIs.
- Provided technical consulting on technology, platform, and architecture selection.
- Managed projects, planned deliverables, and maintained ongoing communication and follow-up with clients.

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## Professional Experience

### Intern IT Support Technician

EY | March 2023 – September 2023

- Provided technical support and troubleshooting for systems and platforms.
- Analyzed information using Business Intelligence tools and techniques.
- Identified opportunities to improve and optimize internal processes.
- Collaborated on digital transformation and operational efficiency initiatives.
- Developed methods and systems for document management, permissions, and traceability.
- Conducted technical analysis and proposed improvements for internal processes.

## Certifications

**SCRUM study**

Accreditation Body for Scrum and Agile, Scrum Fundamentals Certified (SFC)

**CISCO**

CCNA Introduction to Networks.

## Technical Skills

**Microsoft Power Platform**
Power Automate | Power Apps | Power BI | SharePoint | Power Platform | Process Automation | Workflow Automation
**Business Intelligence & Data**
Power BI | Data Analysis | Data Visualization | Data Modeling | ETL/ELT | SQL | PL/SQL | Business Intelligence | Data Management
**Automation & Low-Code**
Power Automate | Power Apps | Zoho Flows | Zoho Ecosystem | Deluge | Workflow Automation | Process Optimization | Low-Code Solutions
**Integrations & APIs**
REST APIs | GraphQL | Microservices | Web Services | System Integration | API Integration | Azure Services
**Databases**
Microsoft SQL Server | Oracle Database | MySQL | SQL | PL/SQL
**Programming**
C# | Java | JavaScript | Python | Deluge | HTML5 | CSS3
**Development Frameworks**
.NET Core | .NET Framework | Angular | React | Spring Boot | jQuery | Bootstrap | Tailwind CSS
**Cloud & Microsoft Ecosystem**
Microsoft Azure | Azure Functions | Azure Storage | Azure Service Bus | Azure DevOps | SharePoint
**Tools**
Git | GitHub | Visual Studio | Visual Studio Code | Postman | Insomnia | Jira | Zoho
**Process & Project Management**
Process Improvement | Requirements Analysis | Agile Methodologies | Scrum | KPI & SLA Management | Technical Troubleshooting | Project Management

## Languages

- Spanish: Native
- English: Intermediate (B2)
- Portuguese: Basic (A2)