

# ALEJANDRO MORALES

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[alejandro-morales.com](http://alejandro-morales.com)

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## FULL STACK DEVELOPER

Results-driven and detail-oriented Developer with 5 years of professional experience creating, maintaining and deploying software solutions. Experienced in developing Android And IOS Mobile solutions and Full Stack Solutions using React, Flutter, Node.js, Next.js, MongoDB and Firebase. Proficient in Dart, JavaScript, HTML, CSS, PHP, Python, and React frameworks.

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## PROFESSIONAL EXPERIENCE

### Software Developer, Ux/UI Lead

October 2023 - Present

#### Provincial Smart Home Services, Toronto, ON

- Developed and launched a customer portal mobile and web application using Flutter, successfully reaching over 90% of the targeted users on both the Android Play Store and iOS App Store.
- Led the UX/UI design team in creating an intuitive and responsive interface for the customer portal, enhancing user experience across mobile and web platforms.
- Developed an IT ticketing software solution utilizing internal tools such as Slack and Notion, streamlining issue tracking, Performance tracking, and resolution.
- Created a Python REST API using FastAPI, integrating Salesforce with Firebase authentication, and deployed the solution to Azure Cloud for reliable and secure access.
- Developed a custom web application using Flutter to generate online quotes for HVAC appliances, providing users with accurate and real-time pricing.
- Integrated Stripe for secure payments, implemented Firebase for authentication and storage, and deployed the application to Firebase hosting, ensuring a seamless user experience from start to finish.

### Technical Support Specialist

April 2023 - October 2023

#### Touchbistro, Toronto, ON

- Triaged software issues reported by customers to identify the appropriate level of the issue, ensuring prompt resolution and enhancing customer satisfaction.
- Maintained a customer satisfaction rate of over 95% by delivering consistent, high-quality support.
- Achieved a 99% technical issue resolution rate by identifying and addressing SQL data inconsistencies and workflow issues in a timely manner.
- Awarded "Top Performer" of the technical support team within the first two months of employment.
- Leveraged Salesforce Service Console to improve agent metrics dashboards, driving efficiency and performance.
- Collaborated with cross-functional teams to resolve customer issues, ensuring a cohesive approach to problem-solving.

### Software Developer

Oct 2019 - June 2021

#### Asesoftware, Bogota, Colombia

- Participated as team leader of 4 developers in the development of a Flutter mobile application and Angular developed website for a food retailer company.
- Responsible for releasing Applications in Apple App store and Android Play store.
- Coded a project of e-commerce and e-wallet reaching over 70.000 users on all platforms

- Worked with Scrum and agile methodologies.
- Worked as a full-stack developer coding a .Net backend for REST services, SQL database and Angular for the front-end of an intern banking management project for the central bank of Colombia.
- Participated in computer vision, machine learning, natural language processing, AI and data analysis research projects using Python to develop tailored solutions for client requirements.

### **Data Analyst**

**Jun 2019 - Oct 2021**

#### **Teleperformance, Bogota, Colombia**

- Conducted in-depth analysis of operational data to identify trends and optimize resource allocation, resulting in a 15% reduction in workflow bottlenecks.
- Developed and automated periodic reports in Excel, streamlining the reporting process and reducing manual effort by 80%.
- Analyzed forecast data and adjusted resource allocation to align with predicted demand, reducing dead times and enhancing overall efficiency.
- Coordinated work schedules for Analysts, balancing workload distribution to maximize productivity and meet project deadlines.
- Utilized statistical tools and techniques to analyze large datasets, generating actionable insights that informed strategic decisions.

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## **EDUCATIONAL BACKGROUND**

### **Lambton College, 2021-2023**

#### **Mobile Application Design & Development**

- Postgraduate diploma focused on Mobile and Web development solutions, based on React Native, Android (Kotlin), IOS (Swift), Java and Node.js.

### **Pontificia Universidad Javeriana, 2014-2019**

#### **Bachelor's Degree in Electronics Engineering**

- **5 Year Bachelor Degree Certified by the University of Toronto**
- Focused on the design, development, and analysis of digital and electronic systems, providing graduates with both theoretical knowledge and practical skills in modern electronics.

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## **LANGUAGES**

**Spanish - Native**

**English - C2/Advanced**