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Summary

As a software developer at Securitas Direct by Verisure, I develop and modernize interactive scripts for the Genesys Cloud Workspace software, which is used by contact centers to enhance operational efficiency and customer satisfaction. I use Python, JavaScript, Node JS, PySide2, and QML to deliver innovative and user-friendly solutions, while applying fundamental cybersecurity principles to ensure data protection and integrity.

I am also pursuing a master's degree in cybersecurity analyst at Masterschool, where I learn advanced skills and techniques to prevent, detect, and respond to cyber threats and attacks. I balance my studies with my work, while leading personal projects in robotics, interface design with Qt6, and graphic design in my free time. I am passionate about expanding and perfecting my skills in this broad and dynamic technological ecosystem, and always open to opportunities that challenge me and broaden my knowledge base.

Experience



Software Developer

Securitas Direct by Verisure

May 2023 - Present (1 year 1 month)

I am engaged in the development and modernization of interactive scripting, applicable to contact center programs such as Genesys. My work focuses on enhancing operational efficiency, delivering innovative solutions, and driving continuous improvement within the contact center software sphere.



Technical Support Consultant

Securitas Direct by Verisure

Jun 2017 - Jul 2023 (6 years 2 months)

As a Technical Support Operator in the Security Systems department, I have been responsible for providing remote technical assistance for the programming, repair, and maintenance of alarm systems for end customers. My primary responsibilities include diagnosing and resolving technical issues using specialized software, ensuring optimal operability and security for our clients' systems

Education



Masterschool

Cybersecurity Analyst

Jan 2023 - Jan 2024

The program encompasses a thorough understanding of networking, system administration, and requisite security skills needed to safeguard organizations against burgeoning cyber threats, and provides problem-solving strategies beyond the reach of conventional security measures. Throughout the course of the program, students are guided towards the attainment of three prestigious third-party certifications, namely Security+, Cloud Practitioner, and CYSA or ISACA.

Bottega DevCamp

Full Stack Web Development, Programación informática

2021 - 2022

The Full Stack Development Certificate program focuses on the use of front-end libraries or frameworks, programming website backend content management, managing deployment and installation on servers, and running SQL queries on databases



Universidad Complutense de Madrid

Grado en Química, Física química

2014 - 2019

Licenses & Certifications



English Test - EF Standard English Test (EF SET)



CompTIA A+ (220-1001) Cert Prep 2: Microprocessing and RAM - LinkedIn



Windows Quick Tips - LinkedIn



CompTIA Network+ (N10-008) Cert Prep: 5 Securing TCP/IP - LinkedIn

Skills

Back-end Operations • English • Microservices • Hypertext Transfer Protocol (HTTP) • SOAP • Knowledge Acquisition • HTML • Git • Version Control • NoSQL