

Alberto Gómez Peña

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Professional Summary

Results-driven Application Support Developer with a strong background in providing professional support and incident management to internal and external customers. Skilled in troubleshooting, resolving technical issues, and ensuring high levels of customer satisfaction. Proven ability to collaborate effectively with software development engineers, conduct code reviews, and implement process enhancements for streamlined operations. Proficient in qualifying and prioritizing service incidents and requests, consistently meeting SLA requirements while maintaining clear and transparent communication with customers. A dedicated point of contact, delivering timely follow-up and actively assisting customers with support and service requests. Committed to continuous improvement, proactively identifying and proposing new initiatives or changes to optimize system performance and enhance overall user experience.

Skills

Incident Management | Application Development | Customer Support | SLA Compliance | Troubleshooting | Testing & Debugging | Technical Support | Problem-solving | Communication | Time Management | Root Cause Analysis | User Experience | Web Development | Java EE | PHP | Spring Suite | MySQL | Apache | Linux | Git | Bash Script | JavaScript | TypeScript | Phaser 3 | MongoDB | MySQL Server | CSS3 | Bootstrap 4 | HTML5

Experience

Solutions engineer | TransPerfect Translations SL - Málaga, Spain | January 2024 to Current

- Provided professional support and incident management to customers, ensuring prompt resolution of technical issues and maintaining high levels of customer satisfaction while implementing our tools to the clients.
- Worked to high valuable clients as Sony, Just Eat, Al-Futtaim Group, Coloplast, Cosnova, Hilti, Rototilt...
- Collaborated effectively with software development engineers and production teams to ensure the product is delivered successfully.
- Managing customer expectations through clear and transparent communication.
- Served as a dedicated point of contact for customers during implementation, delivering timely and consistent follow-up on requests, while actively assisting customers and coordinating internal teams.

Application Support Developer, Novafori | Ciklum IT SLU - Málaga, Spain | August 2021 to December 2023

- Provided professional support and incident management to internal and external customers, ensuring prompt resolution of technical issues and maintaining high levels of customer satisfaction.
- Collaborated effectively with software development engineers, conducting thorough code reviews and implementing process enhancements to optimize application support and ensure seamless operation.
- Qualified and prioritized service incidents and requests, consistently meeting SLA requirements and effectively managing customer expectations through clear and transparent communication.
- Served as a dedicated point of contact for customers, delivering timely and consistent follow-up on support and service requests, while actively assisting customers and coordinating change and development efforts for smooth system operations.
- Proactively identified and proposed new initiatives or changes to drive continuous improvement and enhance overall system performance.

Front End Developer | Bettergy - Málaga, Spain | September 2020 to August 2021

- Developed innovative and user-friendly features for the Energy Sequence app using JavaScript (jQuery and Vanilla), Django, and a Mongo database, ensuring seamless functionality and an enhanced user experience.
- Took ownership of the Collective Self-Consumption module within the platform, implementing robust and secure front-end solutions that adhered to best practices and industry standards.
- Prioritized UI/UX design principles to create visually appealing and intuitive interfaces, optimizing user engagement and satisfaction with the application.
- Demonstrated a strong focus on security, implementing rigorous measures and following industry guidelines to safeguard user data and protect against potential vulnerabilities.

Web Developer Intern | Viewnext (IBM) - Málaga, Spain | March 2020 to May 2020

- Developed web applications as an intern at Viewnext (IBM) for the Spanish Social Security project (GISS), utilizing Java EE with the Pros@ system, Oracle database, and SVN for the development of intern services.
- Conducted extensive research, debugging, development, and testing as the primary responsibilities, ensuring the smooth operation and functionality of the web applications.
- Successfully adapted to the remote work environment due to the COVID-19 situation, effectively teleworking from home while maintaining productivity and collaboration with the team.
- Played a crucial role in testing the web applications and reporting any issues or bugs to the team, actively contributing to the improvement and stability of the overall system.

Web Developer Formation | Viewnext (IBM) | December 2019 to March 2020 and February 2019 to June 2019

- Developed web applications as an intern at Viewnext (IBM) for the Spanish Social Security project (GISS), utilizing Java EE with the Pros@ system, Oracle database, and SVN for the development of intern services.
- Conducted thorough research to gather requirements and gain in-depth knowledge of the project, ensuring the development process aligned with the objectives and needs of the Spanish Social Security system.
- Completed a DUAL web app developer internship at Viewnext (IBM), working on a project for the Spanish Social Security with WebSphere Portal 8 and IBM WebContent Manager.
- Actively participated in the development and deployment of web applications using WebSphere Portal 8, leveraging its robust features to deliver efficient and user-friendly solutions.

Extracurricular Activities

Event Assistant, International Judo Union, Spanish Judo Federation, and Andalusian Federation, Malaga, Spain | October 2013 – Present • Actively involved

in various Judo events in Malaga and surrounding areas, contributing to the smooth execution of tournaments and championships. • Demonstrated strong organizational skills, attention to detail, and the ability to work effectively in a fast-paced and dynamic sporting environment.

Education

Spanish Public Education | Bachelor of Science: Science and Technology, 2018

Training & Development

Full Web Development Learning Program, IES Campanillas PTA, Málaga, Spain

Languages

Spanish: Native | English: Advanced | French: Beginner