Germain Arturo Duran Torres
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Fully Work Authorized Indefinitely · No Visa Sponsorship Required

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PROFESSIONAL SUMMARY

Full Stack Software Engineer with 6+ years' experience in software development and solutions engineering. Passionate about technology, innovation and providing clients with solutions. My extended strengths beyond what's outlined within my resume are my dependability, dedication, determination and Spanish fluency.

TECHNICAL SKILLS

- Programming languages (JavaScript, React, Node.js, Java, Ruby, Ruby on Rails, HTML, CSS) Database (SQL, Postgres).
- Git, Salesforce, JIRA, Figma, E-commerce, Magento, Data Entry, Ad Tech, Mobile SDK.
- OS (Windows, Linux, Mac OS), Microsoft Office (Word, Excel, PowerPoint, Outlook).

PROFESSIONAL DEVELOPMENT

Full Stack Web Development, Immersive Software Engineering, Flatiron School, New York, NY	10/2018 – 02/2019
Introduction to JAVA Programming Course, New York University, New York, NY	02/2018 – 04/2018

PROFESSIONAL EXPERIENCE

Solutions Architect, Scale   03/2022 – present
Braze, New York, United States

Solutions Engineer
Taboola, New York, United States   01/2021 – 03/2022
- Provided a high-level of technical service and support to customers by implementing Taboola's products such as: feed, video units, widgets, etc.
- As subject matter expert (SME) for mobile SDK integrations: led SDK implementations and provided ongoing training to the Professional Services team to identify product bugs and minimize R&D escalations.
- Scoped, developed, QAed, and launched custom Javascript & CSS integrations for premium publisher clients such as NBC, E! Online, Tribune Digital, Business Insider, Advance Local, Bloomberg, Seeking Alpha, El Financiero & Milenio.
- Collaborated with the business teams throughout the company and worked directly with external customers' product and technical teams to successfully implement and launch Taboola's products.
- Performed in-depth troubleshooting, including DB analysis and reading system logs to identify and solve complex issues. Setup and run A/B tests for customers in order to optimize performance.
- Managed numerous tasks (via Salesforce & Jira) and resources in parallel, prioritizing customer requirements and requests. Helped publishers promote their content and monetize their sites in an efficient manner.
- Wrote technical notes and documentation to be utilized by others on the team.

Support Engineer   10/2019 – 01/2021
BaubleBar Inc, New York, United States
- Tested and debugged issues related to the deployment, and ongoing support of BaubleBar products.
- Managed all tickets via JIRA from marketing, creative and production teams and external integration partners.
- Documented, reported and provided quality assurance in the engineering team through confluence pages.
- Updated homepage, banners, footer, footer pages and navigation bar across Baublebar.com.
- Created transactional emails templates and sent them to customers through Sendgrid API.
- Conducted internal and external follow-up on issues to verify issue resolution and ensure customer satisfaction.
- Provided API support to integration partners to ensure the leverage of use of APIs
  Full stack technologies: JIRA, HTML, CSS, Node.js, Figma, Magento, CircleCI, Mailtrap, PHP, Confluence pages, API troubleshooting, Slack, SQL.

Software Engineering Consultant Trainee   03/2019 – 05/2019
MThree Consulting, New York, United States
- Engaged in DevOps principles, focusing on key elements that deliver business value.
- Trained in Bash/Shell Scripting using a Unix system, while covering the basics of Unix commands.
- Acquired SQL skills to create, edit, read and delete tables containing large amounts of data.
- Trained in Java and JavaScript and developed skilled in full stack development.

Junior Consulting Engineer   04/2015 – 08/2018
ORACLE and ITBC Group, Caracas, Venezuela
- Configured change controls using WebLogic and Linux for the deployment of JAVA applications for Corporacion Digitel (one of the leading telecommunications services companies in Venezuela).
- Supported CRM project, solved a high volume of tickets in order to offer optimal service in the Oracle product acquired by the client Banesco (the largest commercial private bank in Venezuela).
- Monitored daily the database load through SQL to verify the bank's operations (Banesco) were executed correctly.
- Created weekly reports for the client, explaining each incident and how it was resolved.

EDUCATION

Bachelor of Science in Telecommunications Engineering   2010 – 2015
Andrés Bello Catholic University (UCAB)**,** Caracas, Venezuela
One of the largest universities in the country, ranked in the top three best institutions for higher education in Venezuela.