JAMES HUGHES

Santiago, Chile

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SUMMARY

Software Engineer at an early-career level, known for optimizing code for data integration and developing impactful automation tools. Enhanced CRM and ERP cohesion by creating integrations between Salesforce and SAP, and developed tools to significantly reduce workload and configuration time using Python. Dual U.S./Chile citizen with full work authorization in the United States. Bachelors Degree + 2 years, comparable to a Masters Degree, from one of the top 3 highest-ranking universities in LATAM. Previously worked at Betterfly, the first Chilean social unicorn, recognized among the top 50 most promising insurtech companies globally and the only one from Latin America (ITC Miami 2023).

SKILLS

- **Skills**: Python, C#, JavaScript, Ruby, APEX, Salesforce (CRM), AWS Basic, Jupyter Notebook, SQL, Unity, CSS, Django, Ruby on Rails, Github, HTTP, PostgreSQL, C++, Javascript, CS fundamentals, React, Growth mindset, Data structures, Process optimization, Advanced English, Platform integration, Automation, Collaboration with various teams, Self motivated and proactive, Highly adaptable, Quick learner, Spanish Native, Data analysis and validation, CRM development and workflows, .NET, Jira

WORK EXPERIENCE

Betterfly   **Apr 2021 - Aug 2022**
CRM/Software Engineer   *Santiago, Chile*
- Inherited and optimized Python code for data warehouse integration with Salesforce, ensuring daily accurate information for over 100000 users.
- Engineered an email processing tool using Python and Google APIs, reducing Key Account Manager workload by more than 50% during periods of high demand.
- Automated Salesforce processes, reducing role configuration time by 95% for new regions and enhancing the conversion of opportunities into accounts with scripted validations, which minimized errors and expedited interactions between different teams.
- Implemented and refined integrations between Salesforce and SAP using Python to format data queries conforming to SAP standards.
- Acquired proficiency in Masterbase for mass email transmissions and utilized AWS Lambda for the security of code execution.
- Configured chat agents within Salesforce to enhance customer service support capabilities.
- Assisted the operations team by facilitating weekly data updates for various clients via AWS.

EDUCATION

Pontificia Universidad Católica de Chile   **Mar 2015 - Jul 2021**
Civil Industrial Engineer with a Diploma in Computer Engineering, Civil Industrial Engineer, Computer Engineering
- Achievements: (Bachelors Degree + 2 additional years, closer to a Masters Degree)

PROJECTS

Undergraduate Research in Engineering   *Jan 2020 - Dec 2020*
- Participated in process mining research on optimization, simulation, and data science applied to healthcare system management, using real data from a hospital in Belgium.
- Utilized tools like PROM, Disco, and Celonis to simulate processes and analyze event data.
- Attended the International Process Mining Conference (2020) to gain insights into the latest process mining developments.

AliviaUC Project (Beta)   *Aug 2020 - Dec 2020*
- Collaborated on the backend development of a healthcare platform for the UC Christus Health Network, allowing patients to enter pain metrics and enabling doctors to view this data both individually and collectively.
- The platform also offered personalized alerts and guidelines, enhancing interaction between patients and healthcare professionals.

CERTIFICATIONS

- **CS50 Introduction to Game Development**: Harvard University, 2023, online certificate