

# PEDRO DELGADO

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## Objective

- Seeking a position as a Technology Applications Specialist and Software Developer

## Technical skills

- Fluently bilingual in English and Spanish (reading, speaking and writing)
- Quickly adapt to new programming languages, API's and proprietary software
- Maintaining automated tests and continuous integration
- Able to find, document, report bugs, errors, interoperability flaws and other issues within proprietary software applications
- Recognized for excellent problem solving and analytical skills by testers, project managers, and supervisors.
- Attention to detail and strong troubleshooting skills
- Able to multitask and retain information
- Agile and Scrum development process
- Excellent debugging skills
- Enjoy working with a team or alone
- Able to perform well in a fast-paced environment
- Deep knowledge of object-oriented design and programming
- Strong knowledge of E-R (Entity-Relationship) model

**3D:** 3D Studio Max Maya Adobe Photoshop

**IT:** Microsoft Office VMware vSphere System Virtualization Remote Desktop Cloud Hosted Systems  
Spyware/Malware Backup Restore

**Development Software:** Visual Studio Eclipse Cygwin Apache Tomcat Oracle Developer XCode Ranorex Buildbot Subversion

**Programming Languages:** C# C++ .NET Java/JS SQL Python HTML CSS jQuery XML

**Network Protocols:** TCP/IP HTTP VPN FTP SIP VoIP HTTP SSH POP3/IMAP SMTP

**Operation System:** Windows Mac Linux iOS Android

**Database:** Oracle11g MySQL Zim Database

## Professional Experience

ZIM Corporation - Technology Applications & QA Lead/Software Developer - *DBMS Software* July 2012 - Present

- Implemented and maintained automated tests working with Continuous Integration (Ranorex, Buildbot)
- Mobile Development for iOS and Android on Mac and Windows (XCode and Eclipse)
- UI/UX design and implementation for customer applications and web applications
- Support for international customers in Brazil (Spanish and Portuguese) (Remote Desktop)
- Create proprietary applications for customers (Word/Excel/PDF) import-export utilities
- Administrating issue tracking software and CRM (JIRA, Salesforce)
- Experience working with open source technologies (Qt Creator)
- Frontend and backend web development using Apache Tomcat, Java/JS, and CSS
- C#/C++ Development debugging and compiling using Visual Studio
- Integrated ODBC/JDBC database drivers with Oracle, Zim Database and 3<sup>rd</sup> Party Applications (Excel, Jasper Reports)
- Good knowledge of client-server technology DBMS
- TortoiseSVN Subversion

j2 Global Communications - Customer Support Specialist - *Inbound Call Centre* October 2008 - 2012

- Technical support for Internet fax, IVR, and email broadcast services
- Assisting the Resolution Support Team by taking escalations as supervisor when needed
- Technical and billing customer support
- Working with issue tracking software and CRM (Salesforce)

Dell XPS - L2 Technical Support - *Inbound Call Centre* October 2007 - July 2008

- Resolved technical hardware and software related issues over the phone and remotely for customers and small business
- Image backup/restore and data recovery
- IT and networking related support (Dell Connect remote software)

## **Education**

Game Development Advanced Diploma  
Algonquin College - School of Media and Design  
Completed Apr 2012

## **References**

Available on Request