Luis Carlos Del Rio

(507)6233-1869 | Lcdel_rio@outlook.com | https://luisdelriodev.com/ | linkedIn.com/in/ldel-rio

Background

Backend developer and technical analyst with experience in designing robust digital solutions, automating repetitive tasks, and continuously improving business processes.

Languages

English – **C1 (Advanced / Bilingual Proficiency)**
Spanish – Native

Technical Skills

Low-Code Platforms:	PowerApps, PowerAutomate, Sharepoint 365
Programming Languages:	Python
Frameworks	Django, Tailwind, Bootstrap
Databases	PostgreSQL, SQLite
Automation Tools:	Automation Anywhere, UiPath, ZoHo
VCS / Others:	GitHub, ETL, Heroku

Job History

Dell Technologies · *2021 – 2024*
Senior Software Engineer
- Developed internal tools such as the *Intake Tool* using Power Apps Canvas and SharePoint connectors for project tracking and management, achieving a 95% optimization in the original process and eliminating over 1,500 manual tasks per year through PowerAutomate flows.
- Automated 98% of the case tracking and customer service management processes in Salesforce using UiPath.
- Designed and implemented tools like *Nomination Tool* and *Email Blaster* with Power Apps Canvas, eliminating manual processes, optimizing course management, and reducing email dispatch time by up to 90%.
- Led mentoring sessions on low-code development with PowerAutomate, enhancing the team's technical capabilities.

Dell Technologies · *2020 – 2021*
Lead Innovator
- Created an internal chatbot and an approval matrix using Power Virtual Agents and PowerApps, optimizing decision-making processes and improving user interaction.
- Developed a documentation support platform for the sales team in Japan, reducing SLAs and eliminating the use of Excel spreadsheets.

Dell Technologies · *2018 – 2019*
Proposal Manager / Editor
- Responsible for creating and formalizing proposals for U.S. based clients.
- Coordinated with legal and technical teams to deliver customized documentation.

Education

Instituto Panamericano:	High School Diploma in Humanities
Self-Taught Fields:	Computer Systems Engineering, Process Documetation and Optimization, Project Management (Agile, Scrum, Lean Dev.), Structured Object Oriented Programming, Fundamentals of Philosophy, Artifial Intelligence Prompting, Networking.

Recent Software Projects

- My Digital Portafolio   https://luisdelriodev.com/
- Virtual Assembly Management Platform (Quorum).
- Project Management Software.
- AI-Powered solutions for email data extraction.
- Payslip generation and distribution software.

Certifications

Python, Django, Cybersecurity