

Camilo Enrique Ovalle Ceron

Software Engineer | Full Stack Developer

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SUMMARY

Software Engineer with 3+ years bridging IT Operations and software development in enterprise environments. Built and shipped automations that cut critical incident response time by 83%, improved hardware resource efficiency across production environments by developing software solutions, and led team to measurable performance improvements such as CSAT and SLA. Looking to grow in a software development engineering role where I can keep solving real problems through code.

EXPERIENCE

Software Engineer & Sr. IT Support Specialist

May 2024 – present

Sutherland SGS

- Built & deployed **Tab Monitor**: Chromium extension that limits open tabs and browser windows to reduce RAM/CPU usage on production workstations. live on Chrome & Edge stores and deployed to 200+ machines via GPO.
- Built **NDT_tool**: automated network diagnostics for critical incidents; **reduced data-collection time from 30 to 5 min (83%)**. Team standard tool.
- IT POC for 3 key client programs (~20 tickets/day): software rollouts, stakeholder communication, security risk mitigation, performing hardware and software maintenance tasks.

Team Manager

Aug 2022 – May 2024

Intouch CX

- Led **25 agents**: CSAT **3.8 → 4.2**, wrap-up time **10 s → 3 s (70% reduction)**.
- Onboarded **80+ new agents** across 4 training waves; represented team in client-facing strategic meetings.

PERSONAL PROJECTS

Tab Monitor - Chromium Extension <https://camilo-ovalle.github.io/Chrome-Tab-Monitor-Docs/>

- Chromium extension live on [Chrome Web Store](#) & [Edge Add-ons](#), deployed to 200+ machines via GPO, full CI/CD pipeline.

Network Diagnostic Tool <https://github.com/Camilo-ovalle/Network-Diagnostics-Tool>

- Windows automation tool running a full network diagnostic suite and saving timestamped log reports for P1 analysis.

Sys_admin_labs - Training Docs <https://camilo-ovalle.github.io/sysadmin-labs/>

- Documentation site (Astro + Starlight) with progressive hands-on labs covering Windows Server, Active Directory, GPO, RBAC, SCCM (software, patches & OSD), networking, scripting and cloud.
- Auto-deployed to GitHub Pages via CI/CD pipeline.

EDUCATION

B.Eng. Software Engineering — 8th semester

Jan 2025 – present

Compensar University Foundation

DevOps Certificate

Dec 2025 – Feb 2026

Universidad Javeriana

Mechatronics Technologist

Jan 2017 – Dec 2019

SENA

TECHNICAL SKILLS

Software Development: JavaScript · TypeScript · Python · React.js · Next.js · Astro.js · Node.js · Tailwind CSS · Express.js · REST · APIs · Vitest

DevOps & Cloud: GitHub Actions · Docker · Git · CI/CD · AWS · Azure · GCP · Linux · WSL

Databases: PostgreSQL · MySQL · MongoDB

Soft Skills: Power BI · Excel · Agile (XP/Scrum) · EF SET English B2