

Freddy Rojas

System Engineer

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Portfolio: bit.ly/3VZyhmz | Bilingual: English and Spanish

Summary

With over 6 years of hands-on software engineering experience and having completed the Software Engineering Bootcamp at the USF, I am skilled in web development, and troubleshooting, and dedicated to driving software innovation. I am self-motivated, a team player, an innovator, and a lifelong learner, eager to apply my proficiency in technologies to make a valuable impact as a Software Engineer.

Technologies and Languages

React.js, PHP, Python, Node.js, JavaScript, HTML, CSS, Java, Ruby on Rails, Spring Boot, JQuery, Bootstrap, Selenium, Oracle, Hyper-V, Microsoft SQL Server, PostgreSQL, MySQL, Git, SVN., MS Servers, Microsoft Suite, G Suite.

Education

Software Engineering Bootcamp at the University of South Florida.

Bachelor of Science in Systems Engineering at Bolivian Catholic University

Master's in Project Management at Rey Juan Carlos University

Graduate Diploma in Information Systems Security. - Private University Bolivia

Certifications

ISTQB® Foundation Level - RexBlack * Software Testing Foundations: Test Techniques * GitLab Certified CI/CD Associate * GitLab Certified Project Management Associate * GitLab Certified Git Associate * Complete Selenium Ruby Automation Engineer - Udemy * Technical Support Technical Support - TestDome * WordPress - EDteam * JavaScript - EDteam * Intro API - EDteam * Intro Web Development - EDteam * Variables CSS - EDteam * HTML - EDteam

Professional Experience

Software Developer

ZYSC Software | Tampa, Florida, USA | Mar 2025 - Present

- Designed and implemented modular RESTful APIs using Python, Flask, and SQLAlchemy, focusing on scalability and maintainability.
- Enhanced and expanded an existing backend architecture by developing new models, schemas, routes, and reusable utility functions, while maintaining clean documentation and Postman - Swagger support and testing.
- Coordinated with the frontend and leadership team to align backend functionality with business goals and UI expectations.
- Set up and maintained secure database access to AWS RDS using SSH tunnels and Docker-based dev environments.

Quality Assurance Analyst – Multilingual

ID.me | Tampa, Florida, USA | Jun 2021 - Mar 2025

- Initiated and executed 380+ weekly quality audits, ensuring precise process monitoring via the quality evaluation management system for the IRS and various entities.
- Spearheaded the identification and reporting of 15+ fraudulent activities, showcasing a keen eye for detail.
- Effectively employed JIRA, Zendesk, and Confluence for streamlined project tracking and collaboration, resulting in timely resolutions and improved teamwork.

Quality Assurance Engineer (Cross-training)

ID.me | Tampa, Florida, USA | May 2024 - Jul 2024

- Developed and executed Test Matrix and Test Cases for Marketplace web, browser extensions, and mobile applications.
- Utilized JIRA, Confluence, Sentry, GitHub, and Harness for productivity, collaboration, and error tracking.
- Conducted exploratory testing for Marketplace applications and browser extensions.
- Collaborated with QA and software engineers in an agile environment.
- Prioritized tasks effectively to address challenges like limited testing environments and short time schedules.

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Software Engineering Bootcamp

University of South Florida | Student | Tampa, Florida, USA | Jun 2023 - Mar 2024

- 630+ hours of hands-on course material, with 1:1 industry expert mentor oversight.
- Mastered skills in React.js front-end web development, Python/Flask and Node.js/Express back-end web development, PostgreSQL databases, and data structures and algorithms.

Classroom Monitor - IT Help Desk

FCPS | Fairfax, Virginia, USA | Feb 2021 – Jun 2021

- Providing face-to-face classroom assistance, I offer technical support engineering to 50+ teachers and 300+ students weekly.
- Expertly troubleshoot and guide through 200+ specific tasks, ensuring flawless technology utilization.

Software Development Specialist

Fortaleza Bank | La Paz, Bolivia | Nov 2019 - Aug 2020

- Engineered and integrated 4GL, PHP, and JavaScript backend modules for Netbank. Improved performance with EJB and Spring Boot, enhancing response time by 25%.
- Led efficient Scrum/Agile projects via GitLab and Maven, accelerating project delivery by 15%.
- Ensured 99.9% reliability in RESTful interactions through rigorous API testing, JSON, and XML. Elevated user engagement with CSS and React JS, achieving a 30% increase. Integrated Ruby on Rails for backend development to enhance the performance and reliability of the RESTful services.

Full Stack Developer

Reds IT Solutions | La Paz, Bolivia | Jun 2019 – Jun 2021

- Provided IT consultancy services as an independent contractor, developing software applications to meet customer requirements and deadlines. Managed both front and back-end development processes and ensured quality assurance standards were met.
- Developed impactful websites based on customer requirements using JavaScript, HTML5, CSS3, Bootstrap, WordPress, and Joomla, cutting bounce rates by 40% and boosting conversion rates by 25%, and conducted front-end testing with Selenium IDE.
- Provided customer service and remote desktop support for Windows and Linux, off-the-shelf, and proprietary software.

Network and Communications Administrator

Quipus Public Enterprise | La Paz, Bolivia | Apr 2015 - Jul 2019

- Launched IT and Communications compliance, achieving 80% implementation.
- Administered VMware, Hyper-V, and TCP/IP, DNS technologies to maintain network infrastructure.
- Managed MS Servers, and Active Directory, ensuring user accounts, permissions, and security groups were properly maintained.
- Improved LAN performance for CRM systems, enhancing operational efficiency and user experience.
- Configured Microsoft and Linux-based service servers for internal and external use.
- Automated production for seamless daily operations of 800+ units, boosting productivity by 40%.

Backend Software Developer

ProcessMaker | La Paz, Bolivia | Apr 2013 - Mar 2015

- Resolved and documented PM2.x bug reports, achieving 100% quality assurance as a PM3 backend developer using PHP and MySQL.
- Conducted API/Web Service testing with RESTClient and Postman, ensuring 98% endpoint functionality.
- Implemented unit tests, reducing code deployment errors by 90%.
- Managed projects with Scrum Agile, achieving 100% on-time milestones.