





ANDRÉS FERNANDO RIVERA FRÍAS


Innovation project leader with experience in software engineering and management

Project Leader

Energetically lead and manage teams of engineers to achieve project goals and deliver exceptional results.

 hola@andresrf.com

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 www.andresrf.com

Languages

- Native Spanish speaker
- English

Expertise

- Project Management
- Databases SQL
- Data driven decisions
- Benchmarking
- Desing Thinking
- SCRUM (Agile enviroment)
- RPA & AI (Python automation)

Courses and Seminars

- Digital Transformation
- Risk Management
- Snowflake (Data Warehouse)
- Cybersecurity
- Artificial Intelligence (AI)
- Machine Learning (ML)
- Internet Of Thnigs (IoT)

Project Leader - Transpais 2021 - Present

Leader of web and mobile development teams with a proven track record of successfully integrating payment gateways, CRM, and sales platforms. Expert in optimizing customer journeys through seamless payment integrations.

- Successfully led the integration of diverse payment gateways, enhancing user experience and driving revenue growth.
- Managed Zoho CRM to streamline customer success operations, implement effective segmentation strategies, and foster customer loyalty.
- Pioneered the integration of Uber Vouchers into the app, offering a convenient and valuable service to customers.
- Successfully integrated a retail sales platform, expanding market reach and driving sales.
- Thrived in agile environments, utilizing tools like GitHub and ClickUp to optimize team collaboration and productivity.
- Demonstrated expertise in automating processes using RPA, AI, and ML algorithms, resulting in significant efficiency gains and cost reductions.
- Developed a sophisticated chatbot to provide exceptional customer service, improving satisfaction and reducing support workload.

IT Analyst - OllieMX 2018 - 2020

IT Technician with experience in computer repair and maintenance, server support, network administration, and security.

- Computer repair and maintenance, including troubleshooting, component replacement, and software updates.
- Mac and Windows server support, including operating system installation and configuration, software and application installation, and troubleshooting.
- Cisco and Fortinet network administration and configuration, including network design, security policy implementation, and troubleshooting.
- Synology data backup, including backup creation, data recovery, and system restoration.
- VPN connections, including VPN client and server configuration, security policy implementation, and troubleshooting.
- Active Directory, including user and group management, security policy implementation, and troubleshooting.

Robotics instructor - Alfa fundación 2017 - 2019

- Designing robots, including needs analysis, blueprint creation, and component selection.
- Building robots, including welding, machining, and programming.
- Programming robots, including the use of programming languages such as Python, Arduino, and Lego Blocks.
- Teamwork, collaborating with other teachers and students to complete robotics projects.

Education

Utel University | 2024 - Present

Master's degree in Innovation Project Management

Utel University | 2021 - 2024

Master's degree in software engineering and management

Autonomous University of Nuevo León | 2015 - 2021

Mechanical Engineer with Management Experience