

Jesús Antonio Ferreira Cardozo

AI Integration & Technical Support Analyst

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PROFESSIONAL SUMMARY

Technical support and systems analyst with 3+ years of experience in software environments. Skilled at resolving technical and functional incidents, monitoring APIs and critical services, and analyzing data from SQL and Oracle databases. Experienced in connecting ecommerce platforms with core systems through APIs and webhooks. Currently building AI-powered integrations, including an LLM-based assistant for Slack and an electronic invoicing integration with Paraguay's SIFEN. Works well with product, engineering, and customer teams.

EXPERIENCE

Support Analyst | Envíame Latam S.p.A. | Remote | June 2025 – Present

- Monitor the performance of critical shipping and returns systems, detecting and following up on errors across front-end, APIs, and user accounts.
- Work with development teams to diagnose issues, test fixes, and apply support protocols using guides, templates, and test scripts.
- Connect ecommerce platforms with core systems through APIs and webhooks.

Technical Support & Maintenance Analyst (Digital Services) | Banco Atlas | Asunción, Paraguay (Hybrid) | June 2024 – June 2025

- Reduced response time on critical incidents by 15% through proactive API monitoring with Dynatrace and Nagios.
- Extracted and analyzed data from PostgreSQL and Oracle databases to produce system performance and platform usage reports.
- Collaborated with product and engineering teams in an agile environment using JIRA and Git, providing technical feedback for service improvements.
- Developed and maintained SQL and PL/SQL queries and stored procedures to improve process efficiency.

Technical Support (Field Services) | Personal, Paraguay | Hybrid | December 2022 – April 2023

- Provided technical and functional support to users, remotely diagnosing and resolving faults in FTH/DTH services.

Technical Support | Volcenter S.A. (Claro Argentina) | June 2022 – November 2022

- Resolved customer inquiries and incidents for mobile services, focused on customer satisfaction.

PROJECTS

AI Assistant for Slack (in development)

- Built a Slack bot prototype using the DeepSeek API, with contextual memory.
- Preparing a Phase 2 proposal covering memory architecture and data privacy options for review by a security and IT team.

SIFEN Electronic Invoicing Integration (in development)

- Designing a web system that connects business invoicing with Paraguay's national electronic invoicing system (SIFEN).

Business Website: NailsBetti (client project)

- Built and deployed a responsive website with HTML, CSS, and JavaScript on Netlify with GitHub integration.
- Implemented security headers, SEO basics, and Google Maps integration.

TECHNICAL SKILLS

- **Databases:** SQL, PL/SQL, PostgreSQL, Oracle DB
- **Monitoring and tools:** JIRA, Dynatrace, Nagios, Postman, Git
- **Programming:** Python, JavaScript, Java, HTML/CSS
- **Integrations:** REST APIs, webhooks, ecommerce integrations, Office 365
- **AI:** LLM APIs (DeepSeek), prompt design, RAG concepts (in progress)

EDUCATION

B.S. in Systems Analysis, Universidad Tecnológica Intercontinental (UTIC), 2023 – 2026. Academic scholarship for excellence (GPA 5/5).

Technical High School Diploma in Computing, Centro Regional de Educación "Saturio Ríos", 2018 – 2020.

LANGUAGES

- Spanish: Native
- English: Upper-intermediate (written and spoken)