

# Isaac Torres Hernández

8449-2870 · isaac.th2005@gmail.com · linkedin.com/in/isaac-torres-hernandez

---

## PROFESSIONAL PROFILE

Computer Engineering graduate with hands-on experience in full-stack development, backend systems design, and enterprise IT environments. Skilled in building scalable REST APIs, implementing authentication and authorization systems, and designing relational databases for real-world applications. Additional background in enterprise system monitoring, log analysis, and incident management provides a solid understanding of production reliability and distributed systems. Curious about system design, infrastructure, and automation — with the ability to take ownership of problems and follow them through to resolution.

---

## PROFESSIONAL EXPERIENCE

### Full-Stack Web Developer — Freelance

Self-employed · 2026 – Present

- Designed and developed **Distribuidora Torres**, a full e-commerce platform from scratch for a plastics distribution business.
- Built a **Node.js + Express REST API** handling JWT authentication, role-based access control, product catalog, shopping cart, and order management.
- Designed a flexible **PostgreSQL** schema supporting multiple product types, pricing rules (per unit, kg, or bundle), and variant management without code changes.
- Implemented a dynamic pricing engine allowing different sales models across product categories, enabling future catalog scalability.
- Developed responsive frontend with **Vanilla JS**, consuming the REST API via fetch with clean separation between UI and business logic.
- Documented the full API using **Swagger/OpenAPI**, facilitating testing, onboarding, and long-term maintenance.
- Managed the full project lifecycle independently: requirements gathering, DB design, backend, frontend, testing, and production deployment.

### Developer — Support-Oriented Role

Pay Tech Solutions · Jan 2025 – Aug 2025

- Developed and maintained web interfaces using **HTML, CSS, and JavaScript** for enterprise clients.
- Performed **SQL queries in SQL Server** to analyze business data and support operational processes.
- Debugged and implemented improvements in existing backend systems, contributing to overall stability.
- Managed and resolved support tickets using **Jira**, ensuring timely resolution within SLA constraints.
- Collaborated with cross-functional teams to identify recurring issues and propose process improvements.

### Technical Analyst

Kaiser Permanente · Oct 2025 – Apr 2026

- Monitored and maintained middleware systems (Pharmacy Service Bus) on **IBM AIX**, ensuring continuous data flow between pharmacy applications.
  - Analyzed system logs and incidents using **Splunk** and **Dynatrace**, enabling efficient root cause analysis.
  - Executed backend operations via **Linux/AIX command line**: log inspection, queue management, and backups.
  - Queried databases using **SQL Developer** to validate data integrity and support troubleshooting.
  - Managed incidents through **ServiceNow**, consistently meeting SLA response and resolution metrics.
- 

## TECHNICAL SKILLS

|                           |  |
|---------------------------|--|
| <b>Languages</b>          | JavaScript (Node.js), Python, Java           |
| <b>Backend &amp; APIs</b> | Node.js, Express, REST APIs, JWT Auth, .NET  |
| <b>Frontend</b>           | HTML, CSS, Vanilla JS                        |
| <b>Databases</b>          | PostgreSQL, SQL Server, Relational DB Design |
| <b>Tools</b>              | Git, Swagger/OpenAPI, Jira, ServiceNow       |

|                       |   |
|-----------------------|---|
| <b>Monitoring</b>     | Splunk, Dynatrace                               |
| <b>Infrastructure</b> | Linux, IBM AIX, Active Directory                |
| <b>Cloud</b>          | AWS (pursuing Cloud Practitioner certification) |

---

## EDUCATION

### **Licentiate Degree in Computer Engineering — Technology Resource Management**

ULACIT · 2026 – Present

### **Bachelor's Degree in Computer Engineering**

ULACIT · 2023 – 2025

---

## LANGUAGES

- **Spanish:** Native
- **English:** Advanced (C1) — TOEIC Certified