

# JEFFERSON ARBOLEDA

Nice, Côte d'Azur, France \* +33 6 49 32 54 50 \* [me@jarboleda.me](mailto:me@jarboleda.me) \* <https://www.jarboleda.me/>  
[LinkedIn](#) \* [GitHub](#)

---

## AGILE BUSINESS ANALYST

Agile Business Analyst with three years' experience in customer facing activities in a B2B context. Previously, I worked as a Software Engineer for two years in e-commerce projects.

### CORE COMPETENCES

- Requirements Gathering and Analysis
  - User Acceptance Testing
  - Detail Oriented
  - Risk Management
- 

### EXPERIENCE

#### AGILE PRODUCT ANALYST

AMADEUS (MOBILITY AND INSURANCE), FRANCE. Oct 2017 – Present

- Collaborate with stakeholders to gather business requirements and translate them into working IT solutions, achieving a 100% volume increase in a B2B migration context (Expedia.com, Kayak.com).
- Partner with product leadership to drive enhancements in the product, ensuring the different stakeholders understand the solutions designed through detailed User Stories.
- Work in close collaboration with internal and external stakeholders across the globe (US, France, India), traveling to customer premises for pre-sales purposes.
- Was the facilitator of the maintenance team for eight months, achieving over the target on opened records by the end of year.

**Competences:** *Jira, Scrum, Kanban, Specifications writing, Functional testing, MS Office, Splunk, Python/SQL, C.*

#### SOFTWARE ENGINEER

TCSET (E-COMMERCE SOLUTIONS), SPAIN. Jun 2015 – Sep 2017

- Managed the full cycle of six projects, from gathering requirements to maintenance and customer training.
- Established and maintained a unique backlog for the development team, working in Kanban methodology.
- Defined KPIs and objectives for my department, reducing incoming weekly tickets by 40%.
- Re-engineered company's processes to improve its operations, such as deployments to production.
- Mentored an intern in day-to-day operations.

**Competences:** *Kanban, Project Management, Magento, JavaScript, CSS, PHP.*

#### INTERNSHIP

TCSET, SPAIN. Feb 2015 – May 2015

- Helped in managing the servers of the company (4).
- Helped in managing domains owned by the company (100+) and migrations between services providers.

**Competences:** *IT Services migrations (DNS).*

### EDUCATION

#### DEGREE IN COMPUTER ENGINEERING

UNIVERSITY OF CASTILLA-LA MANCHA, 2011 – 2015

#### MASTER'S IN COMPUTER ENGINEERING (BIG DATA)

UNIVERSITY OF CASTILLA-LA MANCHA, 2016 – 2017

#### CERTIFICATE IN ADVANCED ENGLISH (C1)

CAMBRIDGE ESOL, 2017

### LANGUAGES

- Spanish (Native language)
- English (Advanced – C1)
- French (Conversant – B2)