

# Michael E. Santiago Guzmán Solutions Architect, Data Engineer

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## EDUCATION

**University of Puerto Rico in Mayagüez, P.R 00681,**

08/2019 - 05/2025

*Bachelor in Computerized Information Systems*

- GPA - 3.55

## WORK EXPERIENCE

**Oriental bank, Associate, Information Technology**

01/2025 - present | Hybrid, Puerto Rico

- Designed, developed, and maintained scalable data pipelines and ETL workflows, optimizing data ingestion and transformation across **Snowflake** and **SQL Server** environments.
- Implemented cloud-based data solutions leveraging **AWS services** (e.g., S3, Lambda, GlueJobs, ) to support analytics and reporting infrastructure.
- Constant collaboration with cross-functional teams to ensure data quality, governance, and performance optimization across diverse **data platforms**.

**Oriental bank, IT-COOP**

06/2024 - 12/2024 | Hato Rey, Puerto Rico

- Built, deployed, and tested APIs in AWS Lambda.
- Created AWS CloudFormation templates to set up the necessary infrastructure - API Gateway, CloudWatch, Lambda functions, and proper role assignments.
- Explored ways to automate testing for APIs and the company's self service portal using Java and Selenium.
- Co-designed the Bank's Customer Data Model and developed SQL scripts (tables and stored procedures) for implementation.

**Amphenol Advanced Sensors,**

02/2023 - 12/2023 | Añaco, Puerto Rico

*I.T. Technician Intern / Systems Designer and Programmer*

- Redesigned a non-conformance system. Transitioning from legacy Access and Excel data storing methods to SQL databases.
- Upgraded and conducted physical maintenance to servers in order to optimize performance and ensure seamless operation.
- Enhanced workflow and productivity by replacing outdated faulty equipment.
- Delivered comprehensive training and support in the use of software.

**University of Puerto Rico in Mayagüez,**

Mayaguez, P.R. 00681

*Help Desk / Website Manager Assistant*

- Managed and maintained local computer hardware and software to ensure optimal performance.
- Provided support to users with accounts, as well as troubleshooting and usage of computers, software, printers, projectors, and sound equipment.
- Diagnosed and resolved hardware issues, including network connectivity problems and peripheral malfunctions.
- Co-developed a WordPress website: design, content creation, data entry, and perform regular updates.

## LANGUAGES/SKILLS/TOOLS

**Programming** – Python, PowerShell, Java, C++, C#, Javascript | **Coding** – MS/MY - SQL, HTML, CSS | **Office** – Microsoft 365, Google suite, and Libre Office | **Operating System** – Linux, Windows, Windows Server, and MacOS | **Design tools** – WordPress, Figma, MS Visio, Draw.io, Mermaid | **Cloud** – Amazon Web Services, Cloudflare | **Tools** – Postman, MSSQL, VSCode, intelli J, Visual Studio 2022, OpenAPI 3.0

## EXTRA CURRICULAR & CERTIFICATES

- AWS Technical Essentials
- Technical Support Fundamentals [🔗](#)
- The Bits and Bytes of Computer Networking [🔗](#)
- Operating Systems and You: Becoming a Power User [🔗](#)
- BSidesPR 2024 Conference
- ISACA - IT BOWL 2022: 2nd place
- System Administration and IT Infrastructure Services [🔗](#)
- IT Security: Defense against the digital dark arts [🔗](#)