

Luis Bautista

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Work Experience

Compusof

Playas de Rosarito, Baja California

TECHNICAL SUPPORT

01 July 2025 – Present

- Provide on-site technical support to ensure continuous operation of POS systems across multiple branches, maintaining high availability.
- Perform OS installations, migrations and upgrades on POS devices to increase reliability and reduce failure rates.
- Configure peripherals, network hardware and CCTV systems to strengthen security and streamline operations.
- Diagnose and resolve connectivity and network incidents, coordinating with ISPs to restore service within SLAs.
- Log interventions in mobile service tools and conduct preventive maintenance to minimize downtime.
- Deliver user training and first-line support for software and hardware, improving first-call resolution.
- Administer servers and network infrastructure (firewalls, routers, switches), ensuring availability and secure configurations.
- Apply networking and hardware expertise to implement stability and performance improvements across IT systems.

Getic

Playas de Rosarito, Baja California

TECHNICAL SUPPORT

10 May 2024 – 30 June 2025

- Coordinated field teams to maintain POS availability and reduce service interruptions.
- Executed OS updates, installations and hardware deployments to maintain compliance and system performance.
- Deployed CCTV and telecom solutions and configured branch network devices to improve security and connectivity.
- Troubleshoot network incidents and managed escalations with providers to restore connectivity quickly.
- Recorded service activity in mobile apps and ran preventive maintenance programs to increase uptime.
- Resolved hardware and software issues, delivering timely support and improving user satisfaction.
- Monitored server and network health, applying fixes and updates to preserve operations.
- Leveraged hardware and networking knowledge to optimize infrastructure performance and reliability.

Boxel Studio

Remote

WEB/SOFTWARE DEVELOPER

04 Jan 2020 – 18 May 2023

- Built and maintained responsive websites and web apps using WordPress, Shopify and cloud hosting platforms.
- Developed full-stack applications with HTML, CSS, Vue.js, Node.js, Express, MongoDB, MySQL, PHP and Laravel, delivering robust client solutions.
- Improved UX through dynamic content, animations and performance tuning to increase engagement.
- Designed and managed databases and backend services to ensure stability, backups and scalability.
- Implemented RESTful APIs and automated integrations to streamline workflows and third-party connections.
- Established CI/CD pipelines and automated tests to reduce regressions and accelerate safe releases.
- Mentored junior developers and provided technical guidance to clients, improving team productivity and adoption.
- Collaborated with designers and stakeholders to translate business requirements into accessible, conversion-focused interfaces.

Pompeii Surgical

Diego Rivera 2550, Zona Urbana Rio

Tijuana, 22010 Tijuana, B.C.

IT MANAGER

10 Jan 2019 – 16 Dec 2019

- Developed a web application to automate the patient surgery approval workflow, reducing manual steps and approval times.
- Managed and secured hospital network infrastructure to ensure reliable access to clinical systems and protection of patient data.
- Designed management systems for scheduling, reporting and operational oversight across departments.
- Coordinated cross-functional teams and vendors to deploy IT solutions with minimal disruption to clinical operations.
- Created performance dashboards and reports to support data-driven operational decisions.
- Implemented backups, disaster recovery and compliant data handling procedures to ensure business continuity and regulatory adherence.
- Delivered staff training and operational documentation to accelerate onboarding and reduce support requests.
- Introduced standardized triage and escalation workflows, significantly shortening ticket resolution time.

Teloro S.A. de C.V.

Av. C Niños Héroes 1321, Zona

Centro, 22000 Tijuana, B.C.

LEAD SOFTWARE DEVELOPER

10 Oct 2016 – 02 Jan 2019

- Designed and developed a solar calculator and proposal generator that automated energy estimations and sped up sales proposals.
- Integrated multiple utility datasets to produce accurate regional production forecasts.
- Led cross-functional development teams, managing timelines, code reviews and deployments.
- Defined system architecture and development standards to ensure scalability and maintainability.
- Delivered end-to-end software solutions and iterated post-deployment based on user feedback.
- Optimized calculation algorithms to improve accuracy and processing speed.
- Partnered with sales and product teams to translate customer requirements into prioritized features and reduce time-to-market.
- Instrumented telemetry and usage analytics to inform roadmap decisions and prioritize fixes.

Skills

Web Development:	HTML, CSS, JavaScript, TypeScript, VueJS
Backend & APIs:	Node.js, Express, Laravel, PHP, WordPress
Front-end & Performance:	Shopify, PWA, Vite, GSAP, WASM, API Integrations, Frontend Performance
Database Management:	MongoDB, MySQL, SQLite, Redis, Data Modeling, Backups & Migrations
DevOps & Cloud:	CI/CD, Docker, Git, Linux, AWS (EC2)
Release & Monitoring:	Deployment Automation, Monitoring, Security, Release Management
Infrastructure & Networking:	Server Administration, Firewalls, Routers & Switches, Wireless (Access Points), CCTV Systems
Field Systems & Support:	POS Systems, Network Troubleshooting, Provider Escalation, Preventive Maintenance
Soft Skills:	Problem Solving, Communication, Leadership, Customer Focus, Attention to Detail
Personal Effectiveness:	Critical Thinking, Time Management
Project Management:	Agile, Scrum, Requirements Gathering, Stakeholder Coordination, Technical Leadership

Projects

Compusof Tools	TypeScript, Vue 3, Dexie.js, PWA, Vite, WASM
OFFLINE-FIRST PWA FOR FIELD AGENTS TO LOG INCIDENTS AND EXPENSES WITH BUILT-IN REPORTING, ANALYTICS, AND WASM-POWERED IMAGE/XLSX PROCESSING.	https://cst.dotmot.dev
Akelarre	PHP 8, Laravel 12, SQLite, TypeScript, Vue 3
SECURE WEB PLATFORM TO AUTOMATE LEGAL DOCUMENT GENERATION, CAPTURE CLIENT DATA, SUPPORT MULTI-USER DIGITAL SIGNATURES AND MANAGE STORAGE.	Private implementation
Meal Planner	PHP 8, Laravel 12, SQLite, TypeScript, Vue 3
MEAL-PLANNING WEB APP FOR TRACKING INGREDIENTS, GENERATING SHOPPING LISTS AND ANALYZING COSTS TO SIMPLIFY NUTRITION PLANNING.	Personal project in development
Saafi	PHP 8, Laravel 12, SQLite, TypeScript, Vue 3
INVENTORY PLATFORM TO CENTRALIZE DEVICE TRANSFERS, RENEWALS, RELOCATIONS AND WARRANTY TRACKING FOR PHYSICAL ASSETS.	Project in development
E-commerce Website Development	E-commerce, Shopify, Payment Integration
DESIGNED AND DELIVERED A RESPONSIVE SHOPIFY STORE WITH CUSTOM FEATURES AND INTEGRATED PAYMENT GATEWAYS FOR A SEAMLESS SHOPPING EXPERIENCE.	https://vertikal.com/
Web Development and Content Animation	WordPress, JavaScript, TypeScript, CSS, Web Animations
IMPROVED UX ACROSS MULTIPLE WEBSITES BY INTEGRATING DYNAMIC CONTENT AND ADVANCED WEB ANIMATIONS TO INCREASE ENGAGEMENT.	https://www.stmgoods.com/
WordPress Site Implementation and AWS EC2 Management	WordPress, AWS EC2, Frontend, Backend, Deployment
MANAGED A WORDPRESS SITE END-TO-END AND MAINTAINED AN AWS EC2 INSTANCE TO ENSURE PERFORMANCE, SECURITY AND AVAILABILITY.	http://boxelstudio.com/
WordPress E-commerce Site Improvements	WordPress, E-commerce, Custom Plugins/Themes, PHP, Efficiency
DEVELOPED CUSTOM PHP PLUGINS AND THEMES TO OPTIMIZE ADMINISTRATION, PERFORMANCE AND UX FOR A WORDPRESS E-COMMERCE PLATFORM.	https://www.elementcase.com/
Shopify E-commerce Store Deployment	Shopify, Deployment, Custom Theme, API Integrations, Payment Transactions
DEPLOYED A PRODUCTION-READY SHOPIFY STORE WITH A CUSTOM THEME AND BACKEND API INTEGRATIONS FOR SECURE PAYMENT PROCESSING.	https://www.vanityplanet.com/

ERP Integration with E-Commerce

INTEGRATED ERP AND E-COMMERCE APIS TO STREAMLINE DATA FLOWS, CENTRALIZE MULTI-CHANNEL SALES DATA AND IMPROVE PROCESSING EFFICIENCY.

PHP, Laravel, JavaScript, MySQL,
Shopify, Redis

Private backend implementation

Hospital Management System (HMS)

END-TO-END HOSPITAL MANAGEMENT SYSTEM COVERING WEB UI, BACKEND SERVICES, DATABASE DESIGN AND DEPLOYMENT FOR ON-SITE USE.

Vue 2, JavaScript, Node.js,
TypeScript, API Integrations

On-site only

Solar Calculator and Proposal Generator

BUILT A SYMFONY-BASED SOLAR CALCULATOR AND PROPOSAL GENERATOR THAT IMPROVED SALES ACCURACY AND REDUCED PROPOSAL TURNAROUND TIME.

PHP, Symfony, JavaScript, CSS,
HTML, API Integrations

Offline

Sports Betting Management Software

DEVELOPED A PYTHON-BASED BETTING MANAGEMENT TOOL FOR LOGGING BETS, TRACKING RESULTS AND PRODUCING FINANCIAL REPORTS FOR LOCAL DEPLOYMENTS.

Python, Betting Management,
Financial Reports

Local implementation