SANTIAGO HERRERA

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SUMMARY

Self-made full stack developer who mastered React, Next.js, TypeScript and JavaScript from an early age. Learned through the digital content industry, while delivering management and automations as informal services for well-known Latin American Twitch/Facebook streamers and YouTubers via Discord, a platform for communication. Developed a deep expertise in community management operations with the help of software development skills to optimize via self-made bots and workflows our performance. Later on used that expertise in my High School to get lots of volunteering work, internships, and landed an approved application in the most prestigious university in our country.

WORK EXPERIENCE

Community Manager, Bots Backend Developer - Discord communities   **May 2019 - Feb 2023**

- Scaled two small Latin American communities since May 2019 (4k users, and 10k users) with a massive growth up to Dec 2022 (168k users, and 223k users) working in operational security and moderation with the engagement of users.
- Led moderation from the ground up, started as a regular user and eventually promoted to moderation staff up to full community manager.
- Self-taught Node.Js in 2019 at 13 years old to automate repetitive moderation tasks in security of our users, building custom bots improved safety and side engagement. Earned a top executives roles in both communities.

High School systems Engineer, Tech support -   **Feb 2024 - April 2024**
Internship at Liceo Los Delfines

- Provided technical support for the education platform and solving cybersecurity breaches while hardening the access for unauthorized attempts into teachers and executives accounts.
- Installation of Windows Server 2022, installation of paid Windows licenses in each computer for each course in the campus and delivered support for Microsoft Office tools.
- Deployed LAN connected security camera software across campus using Ventoy and configured Windows Server 2022, ensuring stable and secure surveillance infrastructure.
- Extended internship voluntarily for an additional month beyond the mandatory period, at the institution's request, to complete critical infrastructure tasks and ensure operational independence.

Student at ESPOL, Ecuador   **Aug 2024 - Present**

- Admitted to the most prestigious public university in Ecuador through a highly competitive Preparation Program, with only a 10% acceptance rate (5 out of 50 applicants per course).
- Achieved a 9.4/10 qualification in the acceptance letter demonstrating academic excellence strengthened by professional technical experience and background.

ADDITIONAL INFORMATION

- **Technical Skills:** Node.js, React, NextJs, TypeScript, JavaScript, HTML/CSS/JS, Microsoft Office.
- **Languages:** English (self-taught, intermediate), Spanish (native).
- **Awards/Activities:**
  - Actively participated volunteering in Liceo Los Delfines, working in podcast production, live recordings, and shaped that work as volunteering alongside University UEES partnership.
  - Earned medals of robotics competitions hosted in university campuses, showcasing early technical experience and teamwork.
  - Awarded Founder's Scholarship with 20-40% of tuition as part of the third graduation class, contributing to the school's academic excellence and inspiring volunteer engagement among further students.