

IMTC. Fernando De Los Santos Malpica

December 28th, 2001.

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Mitras Poniente. García, Nuevo León.

Languages: Español – native, English – B1.

Technical profile focused on web application development, with experience building custom solutions to organize information, automate processes, and solve operational needs. I am interested in creating clear, maintainable, and functional systems, especially in areas related to business logic, databases, and backend structure. I also have previous experience in technical support, technology infrastructure, networks, and electronics, which allows me to understand problems from a practical perspective and propose solutions aligned with real operational contexts.

Technical skills

Backend & Web Development: PHP, MySQL, JavaScript, HTML, CSS, Sass/SCSS, server-side rendering, REST APIs, CRUD operations, form handling, input validation, authentication, sessions, and JSON responses.

Software Architecture: Object-Oriented Programming, MVC architecture, custom routing, Active Record pattern, separation of concerns, modular project structure, and relational database design.

Tools: Git, GitHub, Composer, NPM, VS Code, PuTTY, TablePlus, Postman, and environment variables.

Systems & Infrastructure: Technical support, network troubleshooting, remote connections, Linux server basics, web hosting deployment, CCTV, access control systems, alarm systems, and hardware/electronics troubleshooting.

Security-related Experience: User access management, authentication flows, input validation, basic secure coding practices, CCTV systems, access control systems, and troubleshooting of security-related infrastructure.

Projects

FiaDOX | GitHub: [justfernandomalpica/fiadox](https://github.com/justfernandomalpica/fiadox)

Web application designed and developed from scratch to support the daily operations of a small business that manages customer credit. The system allows users to register customers, track credit records, record payments, review transaction history, and monitor overall balances through a web-based interface.

I designed and developed the backend using **PHP**, building a custom **MVC architecture** with a modular structure, MySQL database integration, user authentication, session management, and structured server responses. The application includes the main business workflows for creating, reading, updating, and deleting customer and transaction records, while keeping credit and payment information organized and accessible.

I also tested endpoints and data flow using **Postman**, validating how the application handled requests, responses, and database operations. The project was deployed to a real web hosting environment using **Git** and remote **SSH** access, resulting in a functional application for managing customers, transactions, payments, and balance summaries in a real operational context.

Professional Experience

Grupo Estrella | Systems, Support & Infrastructure | May 2024 – January 2026

Career progression within the technical area, starting in electronic repair and later taking on a leadership role in support, systems, infrastructure, and technology project coordination for self-service laundry branches and related companies.

Main responsibilities:

- Provided technical support for users and self-service laundry branches.
- Diagnosed and resolved issues involving equipment, networks, CCTV, sensors, access control systems, and remote connections.
- Installed and maintained CCTV systems, access control, alarms, structured cabling, and basic network/server infrastructure.
- Repaired electronic boards for washing and drying equipment.
- Coordinated technical activities, followed up on infrastructure projects, and proposed solutions for operational needs.

Key achievements:

Provided technical support to 38 self-service laundry branches. Participated in and coordinated the implementation of technology infrastructure for the opening of a new branch in under 3 months. Successfully repaired over 60 electronic boards and recovered more than 20 boards previously considered scrap. Corrected recurring failures caused by poor installations and lack of maintenance.

FIME 3D Project | Administrative Assistant / Technical Instructor | August 2023 – April 2024

Main responsibilities:

- Trained students in Blender and multimedia tools.
- Modeled and textured 3D assets.
- Coordinated small work teams.
- Participated in internal and external UANL projects.

Key achievements:

Modeled and textured over 100 assets for promotional images, virtual tours, and interactive experiences.

Repárame Servicio Apple | Repair Technician | January 2023 – May 2023

Main responsibilities:

- Diagnosed and repaired Apple devices and computer equipment.
- Performed component-level repairs.
- Provided customer service and case follow-up.
- Managed basic inventory control.

Key achievements:

Successfully repaired over 25 devices while keeping warranty cases below 10%.

Teleperformance – Comcast Business | Bilingual Support Agent | August 2022 – December 2022

Main responsibilities:

- Provided remote support in English for small and medium-sized businesses.
- Handled incidents related to internet, phone, television, and billing services.

Key achievements:

Assisted and resolved incidents for over 500 customers.

Education

FIME, UANL | Mechatronics Engineering | August 2019 – December 2024

Graduate. Completed studies certificate. Degree in progress.