

Karina Cid Cifuentes
Senior Software Engineer

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Location: Santiago, Chile

PROFESSIONAL SUMMARY

Senior Software Engineer with extensive experience designing, developing and maintaining scalable business applications solutions in the financial industry. Deep expertise in critical systems with high availability and large-scale data processing. Strong background in software development lifecycle, system integration and troubleshooting, combining analytical problem-solving with a customer focused mindset. Proven track record delivering high-quality, reliable solutions. Excellent communication skills with business stakeholders and cross-functional teams. I enjoy working in Agile environments and multidisciplinary teams. I am currently seeking opportunities to expand my software engineering expertise into AI and emerging technologies.

PROFESSIONAL EXPERIENCE

Experian Services Chile

Software Developer Senior / 2011- Abril 2026.

Responsibilities

- Led the development lifecycle for data platform features, from design through implementation, testing and production monitoring.
- Performed data processing, analysis, and validation to troubleshoot application issues
- Performed integration testing between internal systems and external third-party bureaus
- Used Git for version control and Jenkins for CI/CD
- REST API integration and unit testing (GET/POST) using Postman and JSON/XML
- Used Jira, Confluence, and Bitbucket to support project management and software development workflows.
- Collaborated with cross-functional teams in Agile environments
- On-call support for critical applications
- Led and mentored the onboarding of new developers

Tech Stack: C y C++, JCL, DB2, SQL, Python, XML, JSON, AWS, REST APIs, Git, Postman, Jenkins, Scrum, Kanban

Key Achievements

- Achieved a 100% deployment success rate in compliance with the client SLA requirements for quality, performance and availability.
- Led the development and implementation of a new application for a strategic Experian client, integration with an external bureau and multiple internal systems. Experian Spot Award for Client Delight.
- Led the onboarding and training of new developers by creating functional documentation, development guides, and training sessions.

Vialcom Ltda

Software Development Engineer/ 2008 - 2011

Responsibilities

- Developed and maintained web pages using CMS Drupal
- Maintained and provided technical support for Inventory Management System
- Provided technical support to clients and troubleshooting system issues.
- Performed SQL query optimization to improve database performance and response time
- Created and maintained technical and functional documentation

Tech Stack: HTML, PHP, JavaScript, Drupal, C++ Builder

Key Achievements

- Led the optimization of an inventory recalculation process for an enterprise application, reducing execution time by 70% through the implementation of new database indexes.

TCS Chile

IT System Analyst / 2007- 2008

Responsibilities

- Provided maintenance and technical support for Transbank banking software applications
- Developed, enhanced and maintained applications using Visual Basic, Oracle Forms 6i, SQL and PL/SQL
- Analyzed technical requirements and prepared technical documentation in compliance with CMMI Level 5 processes and standards.

Tech Stack: Visual Basic, Oracle Forms 6i, PL/SQL, Oracle Database, CMMI

Key Achievements

- Implemented a preventive solution to prevent future data inconsistencies and strengthen application reliability.

EDUCATION

AWS Certified Cloud Practitioner - 2025

Introduction to Python – University of Michigan - 2022

Bachelor of Engineering in Computer Science - Universidad del BíoBío – 2006. Chile.

TECHNICAL & PROFESSIONAL COMPETENCIES

Software Development

Requirements Analysis

System Integration

Data Processing & Analysis

Code Review

Root Cause Analysis

Business continuity

Agile Software Development

Technical Documentation

Soft Skills

Problem Solving

Analytical & critical thinking

Empathy

Client Focus

Cross-functional collaboration

Adaptability

Attention to Detail

Proactive approach

Continuous Improvement

Knowledge Transfer

Ownership & Accountability

INTERESTS

Trekking, hiking, Polynesian dance (Ori Tahiti & Ori Rapa Nui)