

Sebastián López Osorno

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Professional Profile

Backend and integration developer with 4+ years of experience, in the final semester of Computer Engineering. I own a platform of 20+ FastAPI services that keeps Zoho CRM in sync with the academic systems of 15+ education clients in Latin America and Spain, over SOAP, REST, SQL Server, and FTP, and I built the observability stack that watches it. At a marketing agency I build admissions funnels, CRM automations, and results APIs. I started in 2022 as a data analyst, so before I build an integration I check which decision depends on its data. Case studies: sebastianlopezo.page/en/projects.

Work Experience

IT Manager & Backend Integration Lead

TIVENOS

Jun 2025 – Present | Remote

- Own 20+ FastAPI integration services (Python, uv, PostgreSQL) that sync Zoho CRM with the academic systems of 15+ education clients, so applicants, payments, and enrollments move without manual entry.
- Integrate student information systems through REST, SOAP/WS-Security (Zeep), SQL Server over VPN, and FTP. Long syncs run as background jobs that answer 202 Accepted and log each run in the CRM.
- Ship every service as a hardened Docker image on GHCR, deployed with Compose through GitHub Actions on Linux servers behind Nginx.
- Built the observability stack: OpenTelemetry traces in Tempo, metrics in Prometheus, logs in Loki, and Grafana with 4 dashboards, 18 uptime probes, and 12 alert rules sent to Telegram.
- Built the email signature service (FastAPI, Jinja2) for the group's five brands, with a text fallback that holds up in desktop Outlook.
- Develop Zoho CRM widgets, admissions forms, Deluge automations, and Zoho Analytics dashboards in SQL.

CRM & MarTech Developer

ADCOM GROUP

Feb 2025 – Present | Remote

- Configure Zoho CRM modules, workflows, and custom Deluge functions to automate sales operations.
- Built 100+ admissions landing pages and microsites connected to Zoho Forms and Zoho CRM.
- Integrate WhatsApp, Meta Ads, and Google Ads with the CRM through REST APIs and webhooks.
- For two national lottery brands, built results APIs with Spring Boot and Thymeleaf and a daily results email sent through Amazon SES.
- Automated lead contact with AI agents in Dapta and built internal applications in Zoho Creator.
- Since Jun 2025, administer the VPS (Docker, Nginx, SSL, Prometheus, Nagios, n8n) that hosts the agency's internal tools.

Backend Developer & Data Analyst

MUV-U S.A.S (study-abroad agency)

Jul 2023 – Jan 2025 | Hybrid

- Built Power BI reports with DAX for the finance, sales, and marketing areas.
- Cleaned and validated the CRM data that commercial analysis relied on.
- Automated repetitive CRM operations to reduce the manual workload of the sales team.
- Designed the incoming-data architecture and developed web components for the company platform.
- Administered servers and IT infrastructure and provided technical support to internal users.

Data Analyst (Internship)

Quipux S.A.S

Aug 2022 – May 2023 | Hybrid

- Automated data extraction, cleaning, and reporting routines with Python scripts and SQL queries.
- Built visual reports on revenue collection and mobility for management.
- Prepared and transformed data (ETL) for analysis and periodic KPI tracking.

Technical Skills

- **Backend & APIs:** **Python** (FastAPI, Django), **Java** (Spring Boot), **Node.js**, REST, SOAP/WS-Security (Zeep), Webhooks, JWT.
- **CRM & Automation:** **Zoho CRM**, Zoho Creator, Zoho Analytics, **Deluge**, n8n, Zapier, and Dapta.
- **Data & BI:** **SQL**, **Power BI** (DAX), **Pandas**, Zoho Analytics, ETL, and reporting automation.
- **Databases:** **PostgreSQL**, **MySQL**, SQL Server, **MongoDB**, and **Redis**.
- **Frontend:** **React**, **TypeScript**, Next.js, Vite, and **Tailwind CSS**.
- **DevOps & Observability:** **Docker** & Compose, **GitHub Actions**, GHCR, **Nginx**, **Linux**, OpenTelemetry, Prometheus, Loki, Tempo, Grafana.
- **Testing & QA:** **PyTest**, **JUnit**, Vitest, and API validation in **Postman**.
- **IoT Engineering:** **ESP32**, **MicroPython**, MQTT over TLS, and **C++**.
- **SEO & Analytics:** Technical SEO, Google Search Console, and **GA4**.
- **Languages:** Spanish (native), English (professional working proficiency), and Portuguese (elementary).

Education

Diploma in Cybersecurity (in progress)	Politécnico Colombiano Jaime Isaza Cadavid	Sep – Dec 2026
• Labs on the vulnerability analysis of an FTP service, a capture-the-flag exercise, and the response to a cyberattack, with Kali Linux and Nmap.		
Computer Engineering (final semester)	Politécnico Colombiano Jaime Isaza Cadavid	2022 – 2026 · Graduation Mar 2027
• Training in computer science, software engineering, artificial intelligence, networks, and operating systems. • Projects in Java, Python, Spring Boot, MongoDB, Docker, React, and IoT on ESP32.		
Software Programming Technician	SENA – IUSH	2022 – 2023
• Software lifecycle: requirements analysis, design, development, and deployment of web applications. • Web and backend applications with PHP, JavaScript, MySQL, Git, and Composer.		
Assistant Software Development Technician	I.E. Pascual Bravo	2020 – 2021
• Programming logic, algorithms, data structures, object-oriented programming, and relational databases.		
High School with IT Specialization	I.E. INEM José Félix de Restrepo	2019 – 2021
• Technical high school diploma focused on computing fundamentals, algorithms, and web design.		

Key Certifications

IT Specialist – Python	Certiport – Pearson VUE	Nov 2023
DAX for Power BI	Platzi	Sep 2024
Problem Solving (Basic)	HackerRank	Mar 2023
Data Science & AI – Engancha TIC 2.0	Universidad de Antioquia	Dec 2023
Cybersecurity – Engancha TIC 2.0	Universidad de Antioquia	Dec 2023
Python Django 2	Sapiencia · Comfenalco Antioquia	Nov 2023
IoT: Communication Protocols	Platzi	Dec 2023