

# YENSON UMAÑA SOLANO

## Full-Stack AI/ML Engineer

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3 promotions in 2 years | Azure AI-102 & AZ-204 Certified | 5+ years in tech

## PROFESSIONAL EXPERIENCE

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### Wind River ↑ PROMOTED

2 years 10 months • San José, Costa Rica (Remote)

#### ↑ Full Stack Software Engineer

Oct 2024 – Present

- Architect and develop cloud-based systems using Angular, Vue.js, Next.js, Golang, and Java with PostgreSQL databases
- Lead AI integration initiatives, exploring and implementing AI methodologies to enhance software components and developer productivity
- Design scalable microservices leveraging Docker, REST APIs, gRPC, Protobuf, Apache Pulsar, and GraphQL
- Drive system reliability through comprehensive testing strategies and performance optimization in an Agile environment

#### ↑ Junior Software Tools Engineer

Sep 2023 – Oct 2024

- Served as sole engineer for the Engineering Excellence department, owning end-to-end development of critical internal tools
- Designed and built automation systems, documentation platforms, project management tools, and billing dashboards
- Reduced manual processes and improved team efficiency through custom-built solutions tailored to department needs

### Software Developer Intern

Apr 2023 – Sep 2023

- Pioneered the company's first Scaled Agile Framework (SAFe) documentation website, establishing a new standard for enterprise knowledge sharing
- Implemented analytics and visibility features to track adoption and engagement across the organization
- Launched a collaborative blog platform enabling employees to share Agile best practices and experiences

### OneReach.ai

1 year 6 months • United States (Remote)

#### Advanced Technical Support Engineer / Solutions Development Engineer

Oct 2022 – Apr 2024

- Led multidisciplinary support operations while leveraging development skills to automate team workflows
- Built intelligent automation systems for first responses, automatic ticket triaging, and after-hours notifications
- Elevated support quality through a combination of technical expertise and process optimization

### Wrike

1 year 2 months • Heredia, Costa Rica (Remote)

#### Technical Support Engineer Tier 2

Feb 2022 – Apr 2023

- Provided expert technical support for enterprise project management software, resolving complex customer issues
- Developed deep product knowledge to assist customers with integrations, workflows, and advanced configurations

### DocuSign (via Foundever) ↑ PROMOTED

1 year 1 month • San José, Costa Rica (Remote)

#### ↑ Tier 2 Technical Support Engineer & Subject Matter Expert

Jan 2021 – Feb 2022

- Promoted to Tier 2 from Tier 1 and recognized as Subject Matter Expert for technical excellence and leadership on API, SSO subjects.
- Mentored team members and led knowledge-sharing sessions on complex product features and troubleshooting

## TECHNICAL SKILLS

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**Languages & Frameworks:** JavaScript, TypeScript, Golang, Java, Python, Angular, Vue.js, Next.js, React

**Infrastructure & Tools:** Docker, PostgreSQL, REST APIs, gRPC, Protobuf, GraphQL, Apache Pulsar, Azure Cloud

**Specializations:** AI/ML Integration, Solution Architecture, Agile/SAFe Methodologies, Process Automation

## CERTIFICATIONS & EDUCATION

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**AI-102: Azure AI Engineer Associate** • **AZ-204: Azure Developer Associate**

Agile Foundations • Project Management • Agile Project Leadership • Jira Software

**Computer Engineering (Licentiate)** – Tecnológico de Costa Rica (2018 - *On hold*)