

Erika Castaneda Millan

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ABOUT ME

Analytical and detail-oriented Systems Engineer with a diverse background that includes international experience in operational management and precision craftsmanship. Proven ability to adapt to fast-paced, multicultural environments, master complex workflows, and execute projects under tight deadlines. Trilingual professional fluent in English, Spanish, and Portuguese, bringing strong cross-functional communication and structured problem-solving skills to technical teams.

Technologies: HTML5, CSS3, JavaScript, React, Responsive, Bootstrap, WordPress, Elementor, PHP, VS Code, Git/GitHub, Linux, VMware, Hyper-V, System Center Virtual Machine Manager, IT Infrastructure Management, SQL Databases, Cisco Networking, Cybersecurity, Customer Service, QA Inspections, Project Operations.

EDUCATION AND TRAINING

01/07/2023 – 19/12/2024 Portugal
RESPONSIVE WEB DESIGN FreeCodeCamp

Address Online, Portugal | **Website** <https://www.freecodecamp.org/>

25/01/2021 – 10/04/2022 Australia
DIPLOMA OF INFORMATION TECHNOLOGY RGIT - Royal Greenhill Institute of Technology Australia

Address 28-32 Elizabeth St., 3000, Australia | **Website** <https://rgit.edu.au/>

01/09/2021 – 27/12/2021 Portugal
WEB DEVELOPMENT SheCodes

Website <https://www.shecodes.io/>

01/02/2013 – 19/07/2016 Colombia
BACHELOR IN SYSTEMS ENGINEERING UDI - Universidad de Investigación y Desarrollo

Address 9 Street No. 23-55, 680002, Colombia | **Website** <https://web.udi.edu.co/>

WORK EXPERIENCE

TRADE ASSISTANT – CARPENTRY OPERATIONS – INTARXCELL – 08/01/2024 – 04/05/2026 – PORTUGAL

- Optimized site logistics and material staging, managing supply lines to ensure safe, seamless, and efficient daily operations under tight project deadlines.
- Executed high-precision measurements and structural fabrication, strictly adhering to technical blueprints and exact project specifications.
- Conducted final quality assurance (QA) walk-throughs alongside site managers and contractors to guarantee flawless project delivery and client satisfaction.

FREELANCE WEB DEVELOPER & IT CONSULTANT – PROFESSIONAL FREELANCE SERVICES – 03/10/2022 – 10/11/2023 – PORTUGAL

- Delivered multilingual technical support (English, Portuguese, and Spanish) for system troubleshooting and web application quality assurance (QA Testing).
- Developed and optimized websites using WordPress, Elementor, and PHP, ensuring 100% responsive designs.
- Provided remote IT infrastructure consulting, managing the configuration of virtual environments (Hyper-V / VMware) and SQL database administration for small to medium-sized businesses.

CONSTRUCTION SITE CLEAN TEAM LEAD – ECI CLEANING SERVICES – 01/05/2018 – 30/11/2021 – AUSTRALIA

- Led site-cleaning teams across large-scale builds, consistently meeting strict handover deadlines while enforcing 100% compliance with health, safety, and PPE regulations.
- Conducted final quality inspections alongside site managers and contractors to guarantee flawless project delivery and 100% client satisfaction.

MEDICAL AUDIT DATA ANALYST – KERALTY – 01/12/2012 – 30/12/2017 – COLOMBIA

- Managed end-to-end administrative and data operations for clinical audits, maintaining meticulous records and ensuring 100% compliance with healthcare regulations.
- Analyzed audit data to identify operational bottlenecks, generating compliance reports for senior leadership to drive internal quality improvements.

SOFTWARE IMPLEMENTATION SPECIALIST – RSS – 11/11/2010 – 31/10/2012 – COLOMBIA

- Successfully deployed and configured software solutions across client environments, ensuring seamless integration with existing IT infrastructure.
- Diagnosed and resolved complex system implementation issues during the go-live phase, minimizing downtime and optimizing software adoption.