

Marcos Miguel Ravelo Flores

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• <https://ravelosoftwaresolutions.com.do/>

Software Developer and IT Support Technician, graduate of the **Instituto Tecnológico de Las Américas (ITLA)** with a degree in Software Development, graduated Summa Cum Laude. Two years of experience in IT support and systems administration in the electronic security sector, with knowledge in programming (**Python, JavaScript, C#, React**), networking, Active Directory, and **M365** administration. Proactive, quick learner, and eager to continue growing professionally.

PROFESSIONAL EXPERIENCE

Bluetrack Technologies

IT Administrator / Technical Support Coordinator

Dominican Republic

2024 – Present

- Provided technical support and IT application administration for an electronic security solutions company (**GPS, access control, CCTV/VMS cameras**).
- Performed preventive maintenance of equipment and systems, along with advanced **M365** tenant administration.
- Managed accounts and permissions through **Active Directory (AD)**, applying structured cabling best practices.
- Managed and administered corporate email hosting (**BlueHost/cPanel**).
- Administered the websites of the entire corporate group.

Ravelo Software Solutions

CEO & Founder

Dominican Republic

May 2026 - Present

- Founded and launched a software company focused on helping businesses establish an online presence and implementing technology solutions.
- Lead all aspects of the business including client relations, project management, and technical delivery.

EDUCATION

Instituto Tecnológico de Las Américas (ITLA)

Technologist in Software Development - Summa Cum Laude

Boca Chica, Dom. Rep.

2022 – 2025

Politécnico Nuestra Señora de la Altagracia

Technical High School Diploma – IT Application Development & Administration

Villa Altagracia, Dom. Rep.

2018 – 2021

CERTIFICATIONS

- Full Stack Web Development – Advanced Level (80 hours) — **INDOTEL, IDB & Cymetria Group**, March 2026.
- Cybersecurity Assistant (310 hours) — **INFOTEP / MacroSeguridad**, July 2022.
- Scrum Foundation Professional Certification (SFPC™) — **Certiprof**, November 2024.
- Scrum Fundamentals — **SoyLíder.net**, September 2024.

SKILLS

- **Programming:** Python, SQL, Java, C# .NET, React, Android Studio, HTML & CSS, JavaScript, Next.js.
- **Infrastructure & Support:** Active Directory (AD), structured cabling, preventive maintenance, advanced M365 tenant administration, Microsoft Office (Word, Excel, PowerPoint).
- **Methodologies:** Agile (SCRUM).
- **Soft Skills:** Teamwork, responsibility, commitment, leadership, quick learning, proactivity.