Juan Andrés Herrera Vega
Application Support / Systems Support Developer | Python, SQL, Linux/Windows
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Summary

Application support developer with experience in Linux/Windows environments, automation, scripting, monitoring, technical support, and technical ownership. Strong focus on application troubleshooting, incident triage, logging, user support, data validation, deployment support, and operational reliability.

Experience

Software Developer – Consultant at Population & Health Analytics | Nov 2025 – Present

• Built and maintained a Python data-processing pipeline for evolving incident datasets, normalizing inputs, and producing standardized reporting outputs.

• Supported the firm's technical web presence through deployment, maintenance, and feature development for a bilingual TypeScript application.

Software Developer – Research Team at Brain Lab, Concordia University | Sept 2024 – Dec 2024

• Developed an automated MATLAB toolbox for Quantitative Susceptibility Mapping in MRI imaging workflows.

• Integrated 10+ imaging and metadata sources with validation and error logging, improving reliability and reproducibility of research outputs.

Software Development Tutor | Sep 2021 – Dec 2023

• Mentored 5 students in Java, Python, C++, C#, Object-Oriented Programming, and application development.

Customer Service Representative – Amazon | May 2020 – Aug 2020

• Handled customer inquiries across phone, chat, and email, resolving order, payment, and account issues.

• Worked in a fast-paced support environment while maintaining clear communication and service standards.

Skills and Certifications

Certifications: Linux Foundation Certified Systems Administrator (LFCS) **|** In Progress, May 2026.

Programming: Python, Java, SQL/MySQL, C/C++, Bash, PowerShell, Node.js, C#, JavaScript, TypeScript.

Application Support: Incident triage, troubleshooting, UAT support, ticket support, user experience.

Systems and Security: Linux and Windows administration, Active Directory, IAM, file integrity monitoring

Languages: English (Native), Spanish (Native), French (Intermediate)

Projects

Chi-Separation Software – Medical Imaging Toolbox | Team Project (Sep 2024 – Jan 2025)

• Developed MATLAB toolbox for quantitative susceptibility mapping from MRI data, improving analysis accuracy across 30+ scans and supporting early Alzheimer's detection research.

• ***Tools:*** *MATLAB, Image Processing Toolbox, Google Colab, Git, dcm2niix, Python*

ShielD | Personal Project (May 2024 – Nov 2024)

• Built lightweight cybersecurity utility to monitor web traffic integrity and detect unauthorized access patterns.

• ***Tools:*** *Java, TensorFlow Java, Tablesaw, Maven, Git*

InfrawatchLite | Personal Project (Dec 2024 - Feb 2025)

• Built a lightweight Linux monitoring utility that tracks system metrics, triggers threshold-based alerts, and supports rapid diagnosis through structured logs.

• ***Tools:*** *Python, PyTorch, Git, Bash, NumPy, Pandas, Matplotlib*

Education

Bachelor of Science with double major – Concordia University, Montreal, Quebec

• Mathematics and Statistics **(**Focus in Computer Science**)**

• Physics **(Specialization** in Biophysics**)**

Awards: MES COVID Bursary (2020/2021), Campaign New Millennium Scholarship (2021/2022)