Rubén Díaz Picó

IT technician (DAW & SMX) · Web and finance

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Santa Perpètua de Mogoda, Barcelona



About Me

A hybrid profile between IT and finance: I combine experience in web development, Salesforce support and customer service with training in finance and long-term investment. Proactive and a strong team player, I'm defined by continuous learning and a keen interest in adopting new technologies, including AI-assisted development tools.

Experience

Municipal Facilities Receptionist
INTEGRA MGSI CET Catalunya, S.L. | July 2026 - September 2026

Direct assistance to a daily flow of 50-150 users (information on prices, schedules and activities), managing ticket sales, daily cash reconciliation and member card administration.

Salesforce Support Technician
Accenture (Esail Vite S.L.) | 2022 - 2023

Resolved 10-30 weekly Salesforce incidents as part of a support team of 5+ technicians, including configuration and ticket tracking with ServiceNow and Azure DevOps.

Senior Technician in Web App Development (Internship)
SIGMA Learning Center | 2021

Practical web development lab using HTML, CSS, JavaScript, Java, SQL and Angular, incorporating Business Intelligence tools such as Pentaho.

IT Technician
Fundació ADIMIR | 2017 - 2018

Managed and maintained Windows systems for a workforce of fewer than 10 workstations, supported office tools (Google Workspace, Microsoft Office) and designed email marketing campaigns with Mailchimp.

On-site IT Technician
Self-Employed | 2015 - Present

Installation, configuration and technical support for Windows computers for private clients, including troubleshooting and personalized user training.

Education

- **"Claude Code: Complete Guide for Software Developers" Course** — DevTalles - Fernando Herrera | 2026 - Present
- **Practical WordPress with AI Course** — Raiola Networks - Álvaro Fontela | 2026
- **Macchiavelli Method Program** — Franco Macchiavelli | 2025 - Present
- **Professional Web Design Course** — Udemy - Carlos Arturo Esparza | 2025 - Present
- **Funnel Webmaster Program** — Escuela Bego Romero | 2025 - 2026
- **Master's in Corporate Finance (university-specific degree, 60 ECTS)** — Universidad Isabel I & Instituto Superior Europeo de Barcelona | 2024 - 2025
- **Master Long Term Investment and Personal Finance** — Florida Global University (CEL) | 2024
- **Platform Developer I** — Salesforce Trailhead (Official Certifications) | 2021
- **Higher Vocational Training (CFGS) in Web App Development** — Instituto Jaume Balmes - Barcelona | 2018 - 2021
- **Professional WordPress Course** — Udemy | 2017
- **Vocational Training (CFGM) in Microcomputer Systems & Networks** — Instituto La Ferreria - Montcada i Reixac | 2015 - 2018

Tools

Programming Languages. Java, HTML5/CSS3, SQL, Salesforce SOQL, PHP, JavaScript, APEX

Frameworks/Tools. jQuery, SASS, Bootstrap, Laravel, React, Angular (Basic), AWS, Git, GitLab, GitHub, WordPress, Salesforce, SAP, Microsoft 365 Office Suite, ServiceNow, Azure DevOps

Languages

Spanish • Catalan • English

Other Information

Driving licence B

Areas: Web CRM Finance