

SUMMARY

Software Engineering student with 6 years of experience in Object-Oriented Programming Languages and 2 years of experience in Network Engineering. With analytical and problem-solving skills, ability to work in a team, sense of responsibility, attention to detail, organization and adaptability. Experience in customer service and remote work.

I am looking for an entry-level position in a dynamic company that values my analytical and technical skills and gives me the possibility to update my knowledge, contribute to the development of the company and grow professionally.

Skills:

- Object-oriented programming in Java, Python and JavaScript.
 - Modern design patterns.
 - Troubleshooting network environments, including TCP/IP, DNS, DHCP, routers, switches, and firewalls.
 - Communication and education to customers on how to optimize the use of networks and equipment.
 - Software development in HTML5, CSS3, VanillaJS, PHP and JQuery.
 - UI/UX design and code optimization.
 - Agile project management with Trello and Azure DevOps.
 - Customer service with skills of empathy, listening, quick deductive thinking, persuasion, patience, attitude and understanding of multiple idiomatic accents.
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EXPERIENCE

Real Time Analyst Sept. 2022 / Present]

CSSCORP - Movate [Ultrapark1, La Aurora Heredia, Costa Rica]

- Development of reports in excel with macros, for the PTO report
- Automation with Microsoft Automate of the PTO report and approvals.
- Learning from reports to ensure correct workforce planning.
- Real-time analysis of the workload, in addition to the behavior of the teams, and call loads, also management of rest times, for several teams, with a total of more than 150 agents.
- Simultaneous work and requirements meetings with several international clients.
- Optimization of various processes through automation, saving time to work teams, such as use of new communication technologies, to make summaries of large amounts of data, using analyst knowledge and programmer skills, achieving cohesion of work teams, veracity of the data collected and creation of trees of solutions in web environments.

Junior Software Developer

May 2022 / Present]

CSSCORP-Movate [Ultrapark1, La Aurora Heredia, Costa Rica]

- Learn the codebase connectivity tool project (jQuery).
- Create Web applications for Commscope/ARRIS (HTML5 / CSS3 / VanillaJS).
- Audit, Design and implement Commscope/ARRIS G34 web simulator (HTML5 / CSS3 / VanillaJS / PHP)
- Implement and Optimize Commscope/ARRIS Connectivity Tool UI/UX Design (HTML5 / CSS3 / JQuery)
- I attended design meetings with the client, every week, participating in all the updates.
- Collaborate writing basic code and added functionality.
- Collaborate in the debugging and exhaustive analysis of the source code.
- Use of tools for agile project management, such as Trello, Azure DevOps.

Bilingual Network Engineer Technical Support

Nov 2020 / Jul 2022]

CSSCORP-Movate [Ultrapark1, La Aurora Heredia, Costa Rica]

- CCNA I and II.
- Commscope /ARRIS Diagnosis Modems and Reuters, Configuration of home networks.
- Acquisition of communication skills for customer service, such as: Empathy, Listening, thinking quickly, Persuasion, Patience, Attitude, Understanding of Multiple Language Accents, Teamwork.

Collaboration (Research and Development)

[Oct 2020 / Apr 2021]

Colmena Technologies S.A [Vázquez de Coronado, San José, Costa Rica]

- Investigation of development and production environments with Docker Engine technologies, Odoon 12, l10r_cr (Electronic billing in Costa Rica [GitHub Reference](#) PostgreSQL, Nginx, Ubuntu Server 20.04.)
- Deployment in Production using containerization of applications in Amazon Web Services (AWS): cloud computing services
- Installation, Configure Ubuntu Server 20.04, also configure Linux distros on client terminal.

Computer technician

[Jan 2017 / Dec 2019]

Taller Roy@ [Cárdenas, Matanzas, Cuba]

- End Customer Support, Diagnosis, Maintenance and Repair of Hardware and Software.
- Computer Sales, Head of Warranty, Customer Support.
- Implement an Object Oriented design application to provide the point of sale system, invoicing and inventory small business (Python – Django, SQLite3) [Available in my Personal repository of GitHub](#).
[https://github.com/bash20cu/inventario_py_dev_0.5] ·
Installation, Configure web servers, Apache and Nginx.

SOFTWARE PROJECTS

- [Oracle Next Education \(ONE\) with Alura LATAM](https://bash20cu.github.io/ONE-Alura/) [<https://bash20cu.github.io/ONE-Alura/>]
- [Inventario PyDev win32](https://github.com/bash20cu/inventario_py_dev_0.5) [https://github.com/bash20cu/inventario_py_dev_0.5]
- [Portfolio](https://bash20cu.github.io/Portfolio/) [https://bash20cu.github.io/Portfolio/]
- [SBC central app](https://github.com/miguelfernandez2022/SurfboardCentral) [<https://github.com/miguelfernandez2022/SurfboardCentral>]
- [Connectivity Tool](https://github.com/miguelfernandez2022/connectivitytool) [<https://github.com/miguelfernandez2022/connectivitytool>]

EDUCATION

Universidad Internacional de las Américas

San José Costa Rica

- BACHELOR'S DEGREE IN SOFTWARE ENGINEERING

[Studying]

Instituto Politécnico de Informática “Máximo Gómez Báez”

Camagüey Cuba

- Technical Bachelor of Computer Science, Technical and Professional Education

*[all title or certification sent upon request]

- Certification CCNA [In Process]
- Certification Python [In Process]
- Certification AWS and AZURE [In Process]
- Certification ONE (Oracle Next Education) [In Progress]

*[all references sent upon request]

[2005 to 2008]