

Efraín Pérez

Junior Developer | Web & Data Science

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Objective

Motivated and adaptable technology professional with a solid foundation in programming, data analysis, and statistical modeling, aiming to transition into a full-time role in **Software or Web Development**, **Data Science**, or **Computer Science**. Combines direct technical support experience with strong problem-solving abilities and clear communication skills. Equipped with system-level troubleshooting knowledge and analytical thinking from academic training. Committed to continuous learning and growth in modern programming languages, data-driven technologies, and software engineering practices.

Experience

Technical Account Manager

IBM | Mar 2023 – Present

- Conducted system health checks and collaborated with support teams to resolve configuration and performance issues.
- Utilized support tools to track client activity and deliver proactive reports on product defects and firmware recommendations.
- Maintained strong client relationships through regular meetings and special handling procedures ensuring consistent service quality.

IT Support Specialist

Pertec ~ DXC Technology | Feb 2022 – Dec 2022

- Provided technical support specializing in Microsoft 365, SharePoint, BitLocker, BIOS, and related services.
- Resolved technical issues promptly while complying with security policies.

Human Resource Assistant

Amazon Costa Rica | Aug 2021 – Jan 2022

- Liaised between employees and leadership to address HR inquiries and resolve concerns.
- Provided administrative support to HR and operations leadership, managed communications, and maintained employee records.
- Supported employee relations and recognition programs to enhance workplace engagement.

Customer Service - IT Support Specialist (Tier I & II)

Sykes Latinamerica S.A | Jan 2018 – Jun 2021

- Provided technical support for e-signatures, account management, and escalations.
- Resolved complex issues involving APIs, systems, and integrations.
- Conducted root-cause analysis and supported fraud prevention through transaction reviews.

Education

Bachelor of Software Development

Cenfotec University | 2024 – Present

- Focus on agile software development, web, mobile, and service-oriented systems. Emphasis on programming, quality assurance, and teamwork for innovative IT solutions.

Associate of Software Development

Cenfotec University | 2022 – 2023

- Focus on modern web application design and development, front-end UX/UI design, and hands-on projects.

Skills

- **Languages:** Python, Java, JavaScript, C#
- **Frontend:** HTML5, CSS3, React (basic), UI/UX Design
- **Databases:** SQL, NoSQL, basic data modeling
- **Tools:** Git, GitHub, VS Code
- **Data Analysis:** Pandas, NumPy, basic ML concepts
- **Methodologies:** Agile, basic Scrum
- **Soft Skills:** Technical documentation, teamwork, communication

Languages

- English — Advanced.
- Spanish — Native.

Certifications & Courses

- Microsoft Azure Fundamentals (AZ-900), 2022.
- Azure Administrator Associate (Workshop), Cenfotec University.