Brandon Arce Arce

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EDUCATION

Fidelitas University | **San Jose, Costa Rica**

B.S. in Systems Engineering   **2020**

Relevant Courses: React Web Development | Cenfotec University |**2023**

TECHNICAL SKILLS

Database and Cloud: PostgreSQL , SQL , PrismaJS , Azure , ARM , Terraform, API Management , Cloud Services.

Web Development: HTML , CSS , Javascript, React , Next.js , Node.js , GraphQL

Other Tools/Methodologies: Git , Github , Scrum.

PROFESSIONAL EXPERIENCE

Azure Developer Escalation Support Engineer S3| **Tek Experts | San Jose, CR**   **Oct 2022 - Present**

- Led a team of engineers as an escalation engineer , enhancing team efficiency and achieving 90% satisfaction rate by implementing proactive strategies and demonstrating leadership in critical situations.
- Participated as a mentor for new engineers on Azure products such as API Management, Azure Resource Management and Cloud services accelerating team integration and performance.
- Collaborated with the Management team to analyze data and improve internal processes , resulting in increased team efficiency and a significant impact on monthly metrics.

Azure Developer Support Engineer S2| **Tek Experts | San Jose, CR**   **Jul 2020 - Oct 2022**

- Resolved complex issues related to Azure Policy, ARM/Bicep template deployments , API Management and Cloud Services , consistently earning positive survey responses and ranking among the engineers with the highest satisfaction rates.
- Proactively collaborated with the team to create support materials and process guides, fostering mutual knowledge.
- Actively engaged with the product engineering team when finding possible outages and bugs.

PROJECTS

Movies Web Page

- Developed a movie web app using React, TypeScript, and Firebase, efficiently fetching and rendering data from an external API.
- Implemented Axios for seamless data requests and Firebase for authentication and data storage.
- Designed a modern and visually appealing interface with Tailwind CSS, prioritizing user engagement and satisfaction.

Bus Ticketing Systems

- Developed a bus ticket purchasing web app using C# and MVC architecture, integrating ADO.NET for seamless data access from a SQL Server database.
- Implemented PayPal API integration to facilitate test payments within the web application

(**Ongoing Project**) **Mentor Academy :**Currently developing a project for Dev Live Academy aimed at providing students with specialized coaching in various technologies. Utilizing Next.js, PostgreSQL, NestJS, TypeScript, and GraphQL

CERTIFICATIONS

Agile Certification | **Elev8** | **San Jose**   **Dec 2021**

Web Development React Certification | **CENFOTEC UNIVERSITY** | **San Jose**   **Dec 2023**