

Brandon Arce Arce

San Jose, Costa Rica

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EDUCATION

Fidelitas University | San Jose, 2020

Bachelor's degree in Systems Engineering

Cenfotec University | San Jose, October 2023 - December 2023

React Web Development

SKILLS

English +90 | HTML | CSS | Javascript | React | Typescript | Axios | Tailwindcss | Problem Solver | Support

Oriented Customer and Technical | SQL Relational Databases | Azure | Terraform | OOP | Scrum |

Debugging | Web debugging tools | Trello | Notion

WORK EXPERIENCE

Azure Developer Support Engineer Stage 3, Tek Experts | San Jose, CR | October 2022 – Present

- Managed groups of 5 engineers as an escalation point.
- Provided mentorship to new hires on specific Azure Products, like Azure Resource Manager, Azure Policy, API Management, Cloud Services and Azure Batch.
- Participated in escalated scenarios from engineers assigned and led the issues through a resolution or well escalated with the Engineering team for possible bugs..
- Provided premier case support and high-level leadership within the team.
- Participated with the management team to develop and improve processes inside the team, like case assignment, backlog reviews and triages.

Azure Developer Support Engineer Stage 2, Tek Experts | San Jose, CR | July 2020 – October 2022

- Performed high level commitment with customers to resolve their issues and meet SLAs.
- Troubleshooted and resolved complex issues on Azure products like Azure Resource Manager, Azure Policy, Cloud Services, Azure Batch and API Management.
- Provided technical support to azure customers around the world.

Ski Lift Operator, Vail Resorts | Avon, Colorado, USA | December 2018 – March 2019 and December 2019- March 2020.

- Managed ski resort lifts daily operations during winter seasons.
- Provided guest service and attention to people getting on the lifts.
- Had communications with other colleagues and maintenance staff to maintain proper machine operation during the day

PERSONAL PROJECTS

Web Page Movies.

- Developed a movie web app using react and typescript that renders movies from API.
- Used Firebase as a backend as a service to handle authentication and some data in collections like favorite movies, reviews and ratings.
- Implemented Axios library to handle data requests using http methods.
- Designed a fresh and good looking interface using Tailwindcss.

Bus Ticketing System

- Developed web page to get bus tickets using MVC model and C#.
- Used ADO.NET to access data from relational database in SQL Server.
- Connected to Paypal API to perform test payments.
- Designed the FrontEnd of the App using HTML and CSS.

Quiz App

- Developed a quiz application on Android Studio to help people to study for a driver license test.
- Used Firebase to store quiz questions to be managed in a real time way using JSON format.
- Designed the FrontEnd with the drag and drop tool within android and managed details in the XML of each layer.

Ongoing Projects

- Website for the family coffee product.

CERTIFICATIONS

Agile Certification (Scrum Fundamentals) - Elev8.