

Brandon Arce Arce

San Jose, Costa Rica

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EDUCATION

Fidélitas University | San Jose, 2020

Bachelor's degree in Systems Engineering

Cenfotec University | San Jose, October 2023 - January 2024

React Web Development

SKILLS

English +90 | HTML | CSS | Javascript | React | Typescript | NodeJS | PostgreSQL | Azure | NestJS | NextJS

SQL | Git | Github | GraphQL | Terraform | OOP | Scrum | Web debugging tools

WORK EXPERIENCE

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

- Led a team of 5 engineers as an escalation engineer, enhancing team efficiency by reducing the average resolution time.
- Participated as a mentor for new engineers on Azure products such as API Management, Azure Resource Manager, and Cloud Services, accelerating team integration and performance.
- Engaged in escalation scenarios, effectively leading issue resolution through collaboration and communication with engineering teams.
- Delivered premier support, achieving a 90% satisfaction rate by implementing proactive strategies and demonstrating leadership in critical situations.
- I collaborated with the management team to develop and enhance internal processes, resulting in increased team efficiency and productivity, leading to a significant positive impact on monthly metrics.

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

- Resolved support requests, consistently achieving the maximum monthly average of efficiently resolved cases.
- Resolved complex issues related to Azure Policy, ARM template deployments, API management, and cloud services, consistently earning positive survey responses and ranking among the engineers with the highest satisfaction rates.
- Collaborated with the team to create support materials and process guides, fostering mutual knowledge sharing within the team to enhance productivity and efficiency.

PERSONAL PROJECTS

Web Page Movies.

- Developed a movie web application using React and TypeScript, capable of fetching and rendering movies from an external API.
- Utilized Firebase as a backend as a service to manage authentication and handle data storage in collections such as favorite movies, reviews, and ratings.
- Implemented Axios library to handle data requests using http methods.
- Designed an aesthetically pleasing and modern interface using Tailwind CSS.

Bus Ticketing System

- Developed a web application for purchasing bus tickets utilizing the MVC (Model-View-Controller) architecture and C# programming language.
- Used ADO.NET to access data from relational database in SQL Server.
- Integrated with the PayPal API to facilitate test payments within the web application.

Quiz App

- Developed a quiz application using Android Studio aimed at assisting individuals in preparing for a driver's license test.
- Utilized Firebase to store quiz questions, allowing for real-time management and retrieval of data in JSON format within the application.

Ongoing Projects

- Mentor academy.

This project, developed for Dev Live Academy, aims to provide students with support from coaches in specific knowledge areas and technologies. The technologies being utilized for this project include Next.js, PostgreSQL, NestJS, TypeScript, and GraphQL.

- Family Coffee static website.

CERTIFICATIONS

Agile Certification (Scrum Fundamentals) - Elev8.

Web Development with React - Cenfotec University.