

# Brayan Hernández Jiménez

Student Information Systems Engineering \* 20 years old \* (+506) 6018-9362 \* bryanhj03@gmail.com

## PROFESSIONAL SUMMARY

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I count on advanced knowledge in the computer field, among which include: software maintenance, databases, programming languages like C, C++, Java, JavaScript (ES6), Angular, Bootstrap, JQuery, SQL, HTML, HTML5, XML, Mathematica, NoSQL: PostgreSQL, NodeJS, Linux, servers: MS Windows Server, familiar with Agile methodologies, ITIL Service Management Process and, CMDB tools: KCDB. In addition, I have a high level of leadership, analytical skills, management, communication, detailed oriented, adaptive, teamwork and commitment to achieving objectives. Moreover, I am responsible, patient, good dealing with people, honest, initiative, punctual, adaptable, conscientious, enthusiastic and eager to grow up.

## CORE COMPETENCIES

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- Attentive to detailed
- Self-motivated
- Team-Oriented
- Leadership

## PROFESSIONAL EXPERIENCE

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### INTEL CORPORATION, HEREDIA, COSTA RICA

*Development Operations, June 2016 – Current Role*

- Service Now Advanced System Administration.
- Service Now Scripting, Incident, Problem and Change process management.
- Load Data, Workflows, and Update sets.
- Debugging, App Creation, Changes and Notifications.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Set goals and deadlines for the department.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations.
- Part of Scrum Team Costa Rica, as developer.
- User Stories: improvements, changes, new features, investigation on Service Now platform.
- Direct contact with clients to discuss the issues founded in the platform.

### UNIVERSIDAD NACIONAL, HEREDIA, COSTA RICA

*Application Developer, course Information Engineering, February 2016 – Current*

- Agile Methodologies.
- Design customer requirements.
- Scrum Leader in Project “Manager System of Service Request”
- Delivered Sprints successfully.
- Team work and focus on achieving objectives.
- Set goals and deadlines.
- Stakeholder meetings.

### CONVERGYS, ULTRA PARK I, HEREDIA, COSTA RICA

*Technical Support Customer Service, 2015 – January 2016*

- Technical Support to VERIZON
- Performance Troubleshooting
- Resolve customer complaints regarding sales and service.

## MATHEMATICS PRIVATE LESSONS

- Experience teaching private lessons in mathematics among which include: primary and secondary education.
- University as General Mathematics, Calculus I, Linear Algebra and Probability and Statistics.

## **EDUCATION**

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### **UNIVERSIDAD NACIONAL, HEREDIA, COSTA RICA**

*Bachelor of Information Systems Engineering, February 2014 - Current*

- GPA: 8.5/10.0

### **SCIENTIFIC HIGHSCHOOL, ALAJUELA, COSTA RICA**

*Bachelor of Secondary Education, 2012 -2013*

- Honor Graduation
- Pre-university high school
- GPA 9.6/10.0

### **CULTURAL CENTER OF LANGUAGES, ALAJUELA, COSTA RICA**

*Conversational English, 2012 - 2014*

- Honor Graduation
- Golden Stamp

## **HONOR ACCOMPLISHMENTS**

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- Won the “Hackathon P&G 2016”, Second place.
- Recognitions for excellence customer service and DEV OPS at INTEL.
- Honor Graduation at Scientific High School, Top 10 Costa Rica.
- Honor Graduation at Cultural Center of Languages, Golden Stamp.