# Dan Gomez

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**Profiles**   in hector-gomez-gdl

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**Summary**

IT Engineer 1 year of experience. I have led projects that significantly improved performance and efficiency in companies such as Robert Bosch. My focus includes process optimization. Passionate about continuous learning, with Linux and bash and Python scripting knowledge, AWS, git, agile methodologies.

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**Experience**

**Aceros Murillo**                                           July 2024 - Present
Software Analyst                                   Guadalajara, Jalisco, Mexico

- I provided technical support to computer equipment and software, solving incidents and optimizing hardware performance.
- I installed and configured security cameras and structured cabling.
- I administered networks with firewalls, ensuring the security and connectivity of the infrastructure.
- I implemented and managed servers and cloud solutions based on Synology.
- I administered enterprise software for ticket management, accounting modules, human resources

**Robert Bosch Mexico**                              July 2023 - June 2024
Intern IT Support                                 Guadalajara, Jalisco, Mexico

- I managed the inventory of technology equipment, including computers, cell phones, and printers, performing monthly reviews to ensure availability and optimal functioning of resources.
- I streamlined inventory management processes using Excel and Python, which improved accuracy and reduced administration time.
- I managed ticketing software, reducing the backlog of tickets from 300 to 30 in 11 months by implementing improvements in incident tracking and resolution.
- I performed preventive and corrective maintenance of computer equipment, networks, routers and switches and managed warranties, ensuring equipment was always operational.
- Provided induction to new employees on the use of systems and equipment, improving their integration and productivity from day one.

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**Education**

**Universidad de Guaddalajara**                January 2020 - January 2024
Computer Science                                          bachelor's degree
9.2 GPA

Honors: Honors in the subject of Web Programming and Databases.

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**Volunteering**

**CUCEI- Social Service**                          January 2023- August 2024
Technical support and project management         Guadalajara, Jalisco Mexico

- Lab Technical Support: I provided technical support resolving hardware and software issues, covering printers, routers, computers, laptops, 3D printers and cameras. I implemented efficient solutions that improved team productivity.
- Requirements Management and Event Support: I documented and gathered client requirements during an IEEE event, managing the team and optimizing resources using WordPress to meet project objectives efficiently.
- Customer Service Process Optimization: I implemented process improvements in the customer service department, resulting in reduced response time and improved customer ratings.

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**Courses**

**Amazon Web Services**
AWS Re/Star Program Student

Activities and societies: - I participated in an intensive AWS re/Start bootcamp where I acquired skills in:
- SQL and Python for DB management and scripting.
- AWS services such as S3, Lambda, EC2, VPC, and Security Groups.
- Cloud fundamentals and security best practices.
- Scripting and automation development with Python and Shell.
- Configuration and monitoring of cloud infrastructures.
- Collaboration on group projects and technical troubleshooting.Activities and societies: - I participated in an intensive AWS re/Start bootcamp where I acquired skills in: - SQL and Python for DB management and scripting. - AWS services such as S3, Lambda, EC2, VPC, and Security Groups. - Cloud fundamentals and security best practices. - Scripting and automation development with Python and Shell. - Configuration and monitoring of cloud infrastructures. - Collaboration on group projects and technical troubleshooting....see more

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**Skills**

| Team Player | Proactive | Flexibility | responsibility | adaptability |
|---|---|---|---|---|
| ●●●●● | ●●●●● | ●●●●● | ●●●●● | ●●●●● |
| Python | AWS | Scrum | | |
| ●●●●○ | ●●●○○ | ●●●●● | | |

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**Certifications**

**Application development in the Azure cloud**              November 2024
GRUPO EDUIT

**Skills:** Cloud Computing · Cloud Applications · Fundamentals azure · Microsoft Azure

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**Languages**

**English B2**
Certification Euromen International
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