

David Alfonso

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EDUCATION

LAS NUBES SCHOOL | HIGH SCHOOL

Jaco, Puntarenas | 2016

U LATINA | BACHELORS SOFTWARE ENGINEERING

San Pedro, San Jose | 2018 - Present

WORK EXPERIENCE

SYKES | CUSTOMER SERVICE

San Pedro, San Jose | 2018 – 2020

- I worked for Capital One's dispute department where our customers called for assistance with different types of financial and payment issues. Since Capital One is a bank, I was trusted to handle very sensitive information that will help me provide support to our customers.

TEK EXPERTS | TECHNICAL SUPPORT ENGINEER

San Pedro, San Jose | 2020 – Present

- At Tek Experts I work as technical support engineer providing support for Azure from Microsoft. Here I've had to work with other engineers from various companies to solve issues with web services. Many times I have had to work in high severity cases where a customer's product is about to go into production or is already in production and the issue needs to be solved as quickly as possible.

SKILLS

JAVA, JAVASCRIPT, TYPESCRIPT, C#, C++, SQL, HTML, CSS, JSON, REACT, NODE.JS

FAMILIAR WITH GITHUB, MONGO DB AND AZURE.

NATIVE ENGLISH SPEAKER.

FAMILIAR WITH AGILE METHODOLOGIES SUCH AS SCRUM AND KANBAN.

PROJECTS

I designed and built a Java application on NetBeans that was a simulation of a basic supermarket ERP. I did this while taking advantage of Java as an object oriented programming language and making use of polymorphism.

I designed and built a web app which was a platform for sharing promotional discounts. This one was written in Java on NetBeans, using the MVC pattern, JDBC, JSF (PrimeFaces), Apache Tomcat and AWS for the database (MySQL).

I designed and built a Java web app that's a form builder (like Google Forms). I used Google Cloud for the database (MySQL), Apache Tomcat, MVC pattern, JSF (PrimeFaces) and JQUERY.

I designed and built a task manager app for android using JavaScript/React Native. For the database I used Mongo DB. For this app I had to create the API that makes the calls to the database.

Developed a psycho analytic survey WebApp using React, TypeScript, NodeJS, PostgreSQL, Docker and CSS.