

Dayana Brenes Herrera		Citizenship: Costa Rica ID: 1-1865-0027
Address: San Diego, Cartago. Costa Rica		Mobile: (+506) 8504-9719
Email: brenesdayana10@gmail.com		LinkedIn Profile: https://rb.gy/i12v17
Summary		
Highly motivated and professional software Developer with over 3 years of experience providing high-level support to senior executives. I worked in several positions where i gained valuable experience interacting with costumers, developed strong communication skills, and worked hard to reach and improve the costumer service standards.		
Areas of Expertise		
<ul style="list-style-type: none"> Advanced computer skills Bilingual proficiency in Spanish, English, and portuguese Microsoft 365 Advanced computing 	<ul style="list-style-type: none"> Salesforce proficiency Customer service Sales support Troubleshooting Problem-solving 	<ul style="list-style-type: none"> Back-office support Enterprise networking Security and automation Hardware and network systems Excellent technical support service

Employment	
2023-Present	Qualfon - Lytx Customer and Technical Support Level 2 Agent.
2022	Amazon (HR Assistant)
2022	Sykes (Collections Agent)

Relevant Experience & Accomplishments	
<u>Qualfon</u> Lytx Customer and Technical Support Level 2 Agent	<ul style="list-style-type: none"> Technical Support and Customer Service: Proficient in troubleshooting drive cams, analyzing reports to identify issues, and providing effective solutions. Extensive expertise in vehicle tracking via GPS, with the ability to troubleshoot network connectivity issues. Dedicated support for drivers utilizing the Electronic Logging Device (ELD) system, ensuring smooth operation and compliance with regulations. Customer Assistance: Assisted clients in retrieving unrecoverable video footage from malfunctioning cameras. Provided guidance to customers seeking to enhance their Lytx plan or onboard new services. Facilitated the creation of user access credentials and delivered comprehensive information to prospective and existing clients. Conducted demonstrations for interested clients, showcasing the full range of services offered.
<u>Amazon (HR Assistant)</u>	<ul style="list-style-type: none"> Diligent team player with a significant emphasis on evaluating disabilities. Applied theoretical knowledge to explain the company's policies. Utilized advanced methodologies to process vacation and time off requests.
<u>SYKES (Collections Agent)</u>	<ul style="list-style-type: none"> Analized data meticulously to derive insights (payments, frauds, as well as account status. Conducted research and prepared reports to qualify the metrics of the agents. Provided administrative support.

Education	
2023-2025	Cenfotec <ul style="list-style-type: none"> Technical Cibersecurity (2023) Bachelor's Degree in Software Engineering (2025)
2025	Alcanza <ul style="list-style-type: none"> English course (C1 Level)
2021	CTP Mario Quiros Sasso <ul style="list-style-type: none"> Bachelor 2021 Technical high School Software development 2021

Education (others)	
2021	Basic accounting in the sciences, Technology and telecommunication.
2021	PCAP: Programming Essentials in Python in the academy of CISCO.
2022	CCNAV7: introduction to networks.
2022	IT Essentials: PC hardware and software. Partner: NDG LINUX Unhatched.
2022	Introduction to Cibersecurity: introduction to IoT.

Technical Skills	
Tools	Salesforce, Microsoft 365, advanced computing, hardware, software, and networks.

Languages	
Spanish (native)	English (100% written and spoken)