# Daniel Alejandro ROMERO CASTELLANOS

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## EDUCATION

**University ECCI**                                                    Graduate 2022
*Systems engineering*                                                  *GPA 40/50*

**University ECCI**                                                    Graduate 2021
*IT Development Technologist*                                          *GPA 40/50*

**SENA**                                                               Graduate 2018
*Software Programming Technician*                                      *GPA 45/50*

## WORK EXPERIENCE

**HITSS SAS**                                                          Bogotá, Colombia
*Supernumerary Analyst*                                               April 2020 – December 2023
- Design of dynamic templates (Excel) for automation of help desk reports.
- Technical support in home service desk (TV, Internet, fixed telephony).
- Execution of tests to WIFI and LAN networks through CMD terminal, Linux Terminal.
- Configuration of e-mail servers, IP's, DNS, firewall and network ports.

*Support Analyst*                                                      February 2018 - April 2020
- SLA reports on non-compliance in MyIT help desks.
- Elaboration of documentation and templates for scenario management in help desks.
- Identification, assignment, creation of scenarios, MyIT service desk and various areas (SAP, CMR, postpaid mobile lines, prepaid mobile lines, among others).
- Follow-up of special cases (VIP).

*Intern*                                                              July 2017 - February 2018
- Execution of processes through PL/SQL scripts for reporting of affectations through prioritized alarms (quality traffic light).
- Elaboration of documentation and templates for help desk scenario management.
- Identification, assignment of scenarios, service desk and different areas (SAP, postpaid mobile lines, prepaid mobile lines, among others).
- Follow-up of special cases (VIP).

## MAJOR PROJECTS

**WatherForecast**                                                    2023
*Application integrated with WeatherAPI for accurate weather information. Displays data such as weather, wind, and forecasts for various cities, making it easy to plan outdoor activities.*
- Designed and developed for the web using React.
- Weather forecasts, weather status, wind strength for the last 5 days.
- The backend implements WeatherAPI RESTfull API, asynchronous communication using Axios.

## SKILLS

**PROGRAMMING LANGUAGES**                    **TECHNOLOGIES**

1 years:     Java, JavaScript               HTML, CSS, React, Redux, node.js, SQL, Mysql, Git, Linux, Struts2, Hibernate, Spring Boot, Angular.

**ONLINE COURSES**

ReactJS + Redux + ES6 (Udemy, 2023).
Structured Programming (Platzi, 2021).
Git y GitHub (Platzi, 2021).
Big Data Certified Associate (IT Certificate, 2021).