

JORGE ROMAN

SOFTWARE & NETWORK ENGINEER

Network | Content Developer | Cisco Knowledge

I am a Tech Engineer Level 2/3

I am also, a Content Developer and I work in Front End, also I have been working in HTML Email Development (from the scratch and responsive), besides that, I have been working in layouts for Bootstrap. Work with CMS's like AEM (basic to MID), WP and Joomla, including the most popular web frameworks and Content Management Systems. QA Engineer (Manual and Automation) with strong knowledge Design, Web Design and programming skills with + 1 year software development experience emphasizing mostly in Content Development and Front End Software Architecture. One to two years working experience at Upwork

Contact information

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EDUCATION

2015 – 2022

System Engineering

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LANGUAGES

Spanish: Native

English: Advanced C2

Other Language: Basic Portuguese

TECHNICAL SKILLS

Platforms

Windows 7,8.1,10	Windows Server 2003 – 2016	Linux (INCECOM Diploma) Linux – EDx Diploma Debian Red Hat Suse Ubuntu Centos Patching	Unix	SUN Solaris	MSCE
AWS	Clouding Azure PAAS SAAS	O365 (Outlook, Microsoft Dynamics)	Hyper-V	VMWare Virtualization	VOIP
MAC	CISCO CCNA	CISCO CCNA Security	cpanel	WFH	Kali Linux

PALO ALTO OS – Firewalls	Juniper	CISSP Foundation (Cibrary)	HTML5 – CSS3 – Javascript (Coursera Diploma)	Oracle VM	AIX
HUX	HPUX	IBM - Introduction to Cybersecurity Tools & Cyber Attacks - Coursera	IBM Cybersecurity Analyst Professional Certificate - O 2021 - Coursera	IBM - HP – DELL (OS)	Patrones de Diseño
Front End: Frameworks and Content Management System and Other Technologies					
Bootstrap	Email Templates	CSS, CCS3	Docker	Drupal	Joomla
Bootstrap Materialize	Sitefinite CMS	Umbraco CMS	HTML HTML5	Magento	Wordpress
Microsoft Teams	Marketo	Litmus	Javascript (Basic)	Jquery (Basic)	PHP (Basic)
Agile	ITIL	Scrum	Git (Github)	Eclipse	Visual Studio Code
Diseño Gráfico	Log me In	Go2Meeting	TeamViewer	Zoom	Marketing & Sales
Business Adm PHP for WordPress	Comptia +	CRM	Slack	SCCM	Salesforce
Precompilers					
Jekyll	Handlebars	PUG	SASS	LESS	.Net
Databases					
Access	MySQL	MongoDB	Oracle (Basic)	Power BI	Microstrategy
Tableau	.Net	Web Services	Reporting Services	Oracle	Web Form
QA Engineering tools					
Cypress	JasmineJS	Jenkins	KarmaJS	Katalon Studio	QMetry
q Test	Ranorex	Selenium	TestComplete	TestRail	UFT/QTP
XRay	Zephyr				
Soft Skills					

I have learned latest skills like Critical Thinking and Teamwork. Also I am enthusiastic and keen on the new state-of-the-art technologies doing Multitasking and being Proactive getting Adaptability and Attention to Detail, taking Ownership and Leadership on all company procedures in the IT area and Software

Always eager to learn full understanding of coding cycle, data structure; web, design and programming architecture. I think that clear communication and Integrity is the key for a successful team and career development

WORK EXPERIENCE

QUALFON | Technology Company | Heredia

Role: Engineer Level 2

- **Lytx Tech Support Level 2** – (January 2022 – Current day)
Tshoot of different devices and tools related to Lytx

INFOTREE | Procter & Gamble [Massive Consumption Product Company] | San Jose

Role: Automation Engineer

- **DDT Engineer** – (February 2020 – February 2021) Temporary Contract for one year
Automation of processes and workflows (using Advanced Excel, Power BI, Knime, SAP, Databricks, Citrix, Citrix Receiver, etc)

Testing and troubleshooting of QA automation Macros and jobs

- **Business Processes Documentation**

Documentation of processes and workflows of different categories

TEK XPERTS | [Clouding and Software Technology Company] | San Pedro

Microsoft Azure Engineer – Intermediate Level, (Aug 2019 – November 2019, Temporary Contract)

Role: Engineer Level 2

- Azure AD, clouding and virtualization issues
- Troubleshooting Config & Perf PAAS issues being in contact with other departments: SAAS & DevOps
- Creation of VMs and VNet (Deployments) – Virtual Box, Citrix, VMWare, HP-UX, Xen, etc
- VNet-to-VNet VPN connections (VPN Gateway's peering) – Site to Site and Point to Site
- VPN subnet connections
- Adding Memory and Storage to the different VMs
- Layer 1/2/3, FC
- Testing and troubleshooting of QA automation jobs

CSS Corp | VOIP Internet Technology Company | Heredia

Cisco VOIP Tier 2 – Tech Support Agent, (Feb 2018 – Sept 2018)

Role: Service Desk Engineer

- Troubleshooting of physical devices (Firewalls, Routers, Switches, APs) : Mostly Palo Alto Networks & Cisco – Meraki – Barracuda – Fortinet - ZyXEL ZyWALL USG o SonicWall - others
- AIX, HP, HUX, IBM, Cisco, Dell, Linux flavors, Windows, MAC computers, etc for different kind of support for customers in the US
- Layer 1/2/3, FC
- Apps Installation and Billing issues
- Creation of VMs, PBX and branches

Major contribution to the team and goals achieved: 98.54% QA

MENTORSHIP/SCHOLARSHIP

ABBOTT | Medical Company | Alajuela

Role: Network Admin Engineer / Sys Admin

- **DDT Engineer** – (2015) 3 training months (pasantía)

REFERENCES

Delinquency Sheet (from OIJ)

Dave Perez | GAP | Front End Engineer | 8318 2455

Diego Chinchilla Chinchilla | Licenciado en Inglés, Maestría en Historia | Coatepecos | 6099 8828

Andrey Cordero Madriz | Licenciado en Administración | Banco Popular | 8644 6687

- Documents and diplomas will be issued upon request