

# Gustavo Vargas

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## Summary

Results-driven professional with a strong background in technical support and operations, complemented by practical experience in computer sciences and industrial engineering. Proficient in troubleshooting for API and web applications, with a focus on web development. Exceptional attention to detail and a successful track record in technical support roles, and prioritization in day-to-day operations scenarios. Skilled management of projects and tracking of issues, adept at collaborating within multidisciplinary teams. Seeking a challenging role for mutual growth.

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## Skills

Documentation Tools (Confluence, Sharepoint, Zoho, Workspace, Moodle)

Web Technology Troubleshooting and reporting tools (Chrome DevTools, Firefox Developer Tools, BrowserStack, Command-line tools, OBS Studio)

Effective Communication and Coordination and high Attention to Details.

Interpersonal Skills and Quick Adaptation to Industry Trends

Technical Support Expertise in Web Development.

Experience in process design and improvement

Continuous Learner: Committed to continuous getting to know, staying updated with evolving technology and enterprise developments.

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## Experience

Position	Description
<b>AGROINDUCHEM</b>  Sales Executive & Technical Specialist	<ul style="list-style-type: none"> <li>• Collaborated with distributors across countries, emphasizing strong interpersonal and communication skills, resolving customer issues promptly.</li> <li>• Quickly adjusted to changes in products and industry trends.</li> <li>• Coordinated and guided positive client relationships while conducting engaging and informative product demonstrations.</li> <li>• Applied strong communication skills for exceptional customer service, proficiently addressing inquiries and concerns.</li> <li>• Effectively communicated technical specifics to clients, demonstrating a deep understanding of the product.</li> </ul>
<b>ICE (Instituto Costarricense de Electricidad)</b>  Senior Property Relations Coordinator	<ul style="list-style-type: none"> <li>• Directed precise topography crews, showcasing proficiency in project oversight and data management, ensuring accurate data collection.</li> <li>• Expertly digitized topographical plans for documentation, demonstrating adaptability as a problem solver for prompt challenge resolution.</li> <li>• Adeptly coordinated property access for seamless operations, swiftly adjusting to evolving project scopes and industry trends.</li> <li>• Effectively liaised with legal and valuation teams, emphasizing the importance of clear communication crucial for Ops Support in the web-based industry.</li> <li>• Demonstrated understanding of technical specifics, contributing to comprehensive support in the web-based environment.</li> </ul>

**ICE (Instituto Costarricense  
de Electricidad)**

IT Support Technician

- Executed preventive and corrective maintenance on computer equipment.
  - Installed software packages and executed structured cabling installations.
  - Provided user support and managed network administration efficiently.
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**Warehouse AssistantICE  
(Instituto Costarricense de  
Electricidad)**

- Managed the inflow and outflow of materials and equipment in the warehouse at ICE.
  - Maintained meticulous control over inventory and recorded material movements accurately.
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