Harlyn Josue Luna Brenes

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Profile

I excel in soft skills, such as being proactive and delivering high quality service to customers in various mediums while creating value in my role as a Service Desk Specialist at Componentes El Orbe on Teamwork with my coworkers.

Skills - knowledge

- Initiative
- Teamwork
- Problem Solving
- Soft-Skills
- Verbal Communication

- Microsoft 365
- Windows OS (W8 – W10 – W11)
- Costumer Service
- Microsoft Aranda
- Microsoft CRM

Experience

Hotel Real Intercontinental
IT Support Assistant
- Switch/PC hardware Maintenance
- Structured cabling

Escazú, San José
September 18-25, 2019

INTA Costa Rica
Junior developer – Visual Basic – MySQL
- Development of a program with the objective of automating and collecting information for consultation

Remote
December 2020 – December 2020

Componentes El Orbe
Technican LV1
- Preventive and corrective maintenance PC/Laptops
- Software configuration
- Warranty process
- PC/Laptops Equipment Ready

Calle Blancos, San José
March 8, 2021 – Jun 7, 2021

Componentes El Orbe
Service Desk Agent
- Provide customer service at the support level through the registration and management of support tickets from external and internal clients of the company. This is done using internal ticketing and self-service systems, as well as the Aranda and HP Techpulse systems.

Calle Blancos, San José
Remote
Jun 8, 2021 - Actually

Formation

December 2020	Baccalaureate in secondary education and mid-range technical support - Colegio técnico Profesional de Flores
January 20221	System Engineering – Universidad Fidélitas Percent: twenty-six%

Languages

Spanish: Native
English: B1

Certifications

March 2019	CISCO IT Essentials: PC Hardware and Software – Colegio Técnico Profesional de Flores
September 2019	Soft-Skills – Skills for Life Costa Rica
December 2022	CISCO CCNA 1 V7 Introduction to Network – Universidad Fidélitas
March 2023	Scrum Fundamentals Certified	Fourth Edition – Universidad Fidélitas