

Edgar Ivan Soto Hernandez

SUMMARY

Detail-oriented Computer Systems Analyst adept at evaluating, designing, and implementing computer systems to enhance efficiency and productivity. Proficient in analyzing user requirements, troubleshooting issues, and recommending solutions to optimize system performance. Skilled in collaborating with stakeholders to understand business needs and align technology solutions accordingly.

EXPERIENCE

Ontario Energy Board - Solutions Analyst

Toronto, Ontario • 05/2024 - Current

- Developed and maintained system requirements documentation.
- Analyzed customer business processes and identified areas for improvement.
- Designed, tested, implemented and documented software applications to meet user needs.
- Provided technical support for existing systems and applications.
- Created test plans for functional testing of new applications.
- Assisted in the development of project plans, schedules, budgets and resource allocations.
- Documented system design specifications according to industry standards.

Ontario Energy Board - IT Specialist Internship

Toronto, Ontario • 11/2023 - 05/2024

- Provided technical support for users experiencing hardware or software issues.
- Conducted regular maintenance checks on computers, servers, and other IT equipment.
- Assisted in the implementation of new technologies and systems to improve efficiency.
- Performed troubleshooting to diagnose and resolve complex technical problems.

TATA Mexico - IT SYSTEMS AND SERVICE ENGINEER

06/2022 - 06/2023

- Support Edison California as System Engineer
- Help users to access multiple applications
- Software Development: Designing, Developing and Maintain applications using Python

L&T TECHNOLOGY SERVICES USA - JR. SOFTWARE ENGINEER (FULLSTACK - MAJOR FOCUS ON BACKEND)

02/2020 - 05/2022

- Designing and executing unit, integration, and functional test to ensure software quality
- Maintenance and continuous improvement performing maintenance of existing applications applying updates and making enhancements to optimize software performance and functionality

CONTACT

e.ivansotohdz@outlook.com
+1 647-624-2206
Toronto Canada

LINKEDIN PROFILE

- www.linkedin.com/in/edgarivansotohdz

SKILLS

- Python
- Power Apps, Power BI & Dynamics
- Azure
- Aws Cloud
- Active Directory & Intune Administrator
- Software Development Full-Stack
- Multi-domain programming
- Design Thinking
- DL, ML & AI
- Problem Solving
- Continuous Learning

EDUCATION

Ontario College Advanced

Diploma: Artificial Intelligence

Centennial College of Applied

Arts And Technology

Scarborough, ON • Expected in 04/2026

DevOps

University of Toronto

Toronto, ON • Expected in 12/2024

Bachelor of Science: Engineering

of Computing and Systems

UNIVERSIDAD ANAHUAC

MEXICO NORTE

Estado de Mexico • 10/2024