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PROFESSIONAL PROFILE

Software Engineering student with experience in web development, technical support, and cybersecurity. Proactive, self-taught, and passionate about programming and problem-solving. Experience with Java, SQL, JavaScript, modern frameworks, relational and NoSQL databases. Knowledge in security system configuration, IT support, Active Directory, and network administration. Seeking to join teams where I can grow professionally and contribute with commitment and creativity.

PROFESSIONAL EXPERIENCE

SPC Telecentinel

Junior Specialized Technician
San José, Costa Rica | March 2025 – Present

- Incident handling and end-user support via Service Desk and remote access
- Basic user management in Azure and Active Directory
- Maintenance of laptops and PCs, component replacement, and system optimization
- Inventory control of network devices and equipment
- Preventive maintenance of access points and network printers
- Installation and configuration of IP and analog cameras (Maxpro)
- Integration of access control systems using ProWatch
- NVR/DVR configuration
- Preventive and corrective maintenance of security systems

Costa Rican Institute of Sport and Recreation (ICODER)

IT Intern – Network Support
San José, Costa Rica | October 2022 – December 2022

- Design and implementation of structured cabling
- Configuration of network printers and operating systems (Windows 10 and 11)
- Installation of IP telephony systems

EDUCATION

Cenfotec University
Bachelor's Degree in Software Engineering (In progress)
San José, Costa Rica

Technical High School San Isidro, Heredia
Technical Diploma in Computer Networks and Systems
February 2020 – July 2022

TECHNICAL SKILLS

Languages:

SQL (Intermediate), C# (Intermediate), Java (Basic), JavaScript (Basic), C++ (Basic)

Web and Frameworks:

HTML, CSS (Intermediate), MVC, APIs, MongoDB

Tools and Operating Systems:

Visual Studio, SQL Server, Git, Windows, Basic Linux, Office, inventory management systems

Infrastructure and Directory Services:

Azure, Active Directory, structured cabling, CCNA 1 and 2, IT Essentials

Support and Hardware:

Remote support, Service Desk, laptop and PC maintenance, component replacement, AP and printer servicing

Other Knowledge:

Basic CRM, IP telephony

FEATURED ACADEMIC PROJECTS

- Gym Management System: Web platform using .NET, SQL, and MVC. Includes routines, nutrition plans, group classes, payments, APIs, and role-based access control.
- Travel Agency Platform: Website built with HTML, CSS, JavaScript, and MongoDB. Features user registration, booking, reviews, and role management.
- Hotel Reservation System (CRUD): Web application for managing bookings, room types, and availability.

ADDITIONAL INFORMATION

Soft Skills:

Effective communication, teamwork, problem-solving, self-learning, empathy, adaptability

Languages:

Spanish (native), English (A2+ basic, in progress)

Certifications:

CCNA 1 & 2, IT Essentials, Basic Linux, LibreOffice

Other Details:

B1 driver's license, available for flexible schedules and travel