

Jefferson Phillips

Senior Support Engineer - Azure App Services

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EDUCATION

Economía Empresarial , <i>Bachillerato - ULACIT, CR</i>	Ongoing
AI & Machine Learning , <i>Técnico Superior - Universidad Creativa, CR</i> <i>Relevant Topics: Razonamiento artificial, Inteligencia Artificial Aplicada</i>	Jan 2021 - May 2022
Computer Science , <i>Associate's Degree - TMCC, USA.</i> <i>Relevant Topics: OOP in C++, Web Dev. in HTML, CSS & JavaScript</i>	2018 - 2020
Additional Courses:	
Microsoft Azure Administrator , <i>Certificate - Elev8 Education, CR</i>	Aug 2023
Level Up - People Management , <i>Tek Experts L&D, CR.</i>	Sep 2023
Agile Fundamentals , <i>Cloud Academy</i>	July 2023
Banking and Finance , <i>Técnico Medio - CTP Comercial y de Servicios, CR</i>	2015 - 2017

PROFESSIONAL EXPERIENCE

Tek Experts / Senior Support Engineer - Microsoft Azure Provided Technical Support for Microsoft Azure technologies while leading a team of 4 engineers at a time. While mainly supporting PaaS products, I addressed customer's issues related to networking, storage, code, architecture, and other configurations. Over the course of this Seniorship, I oversaw the performance and metrics of +15 engineers assigned to my team.	April 2022 — Current <i>San Jose, Costa Rica</i>
Tek Experts / Product Ready Trainer - MS Azure App Services Coached and mentored a wave of new Azure Engineers, providing comprehensive training on Azure products, specifically focusing on App Services and Function Apps. I delivered hands-on sessions, created training materials, and facilitated smooth on-boarding and skill development, ensuring engineers were well-prepared to work with Azure technologies.	Feb - April 2024 <i>San Jose, Costa Rica</i>
Customer Service Experience (Multiple employers) Provided engaging direct customer service in companies such as Emerson and Amazon, as well as in-person customer service while working in the United States at TMCC, in the Academic Advising department. Through a variety of administrative and technical topics, I was able to develop creative-thinking abilities while serving customers on a multi-cultural level.	6 years (2018 - Current) <i>Costa Rica & USA</i>

SIDE PROJECTS

Language recognition model Collected sample data, trained Neural Network (on Python), and deployed to a local WebApp through API using Flask. The app was able to identify the language in which a user is speaking (through active mic). Supported languages: Spanish, Japanese, English and Portuguese.	Dec 2021
Personal Website Designed and build my personal website (v1) using HTML, CSS and JavaScript, hosted directly from the GitHub repository through GitHub Pages (check out link above). Currently working on v2, to be developed fully on React and hosted on Azure Static Sites.	June 2020

SKILLS

Support Eng. Aptitudes	Excellent customer service, adequate teaching abilities, highly organized and patient
Cloud Computing	Azure Hands-on experience: App Services, Functions Apps, DevOps, SWA, App Configuration
Soft Skills	Excellent customer service, Hungry learner, Researching skills highly developed
Prev Knowledge	DotNet/Node App Services Support, Python, C++, HTML-CSS/JS (React), Linux, GitHub
AI & ML	Pandas, SciKit-learn, TensorFlow, Keras, spaCy - Data visualization in Matplotlib
Communication	Spanish, English, Italian