DANIEL ARGUELLO MARTINEZ

Software Development and Support Technician

✉ jhonmararguellomartinez@gmail.com

📞 **+506 7046 9306**

📍 **Costa Rica, Cartago**

🚗 **Drivers license: A2, B1**

EDUCATION

Colegio Vocacional de Artes y Oficios de Cartago COVAO

2021-2023

- High School Diploma
- Medium IT Technician in Software Development

Universidad Estatal a distancia UNED

2024-Present

- Computer Science Engineering (Associate´s Degree)

CERTIFICATIONS

- IT Essentials PC Hardware and Software
- Networking Essentials
- Digital Marketing Fundamentals
- NDG Linux Uncharted
- Scrum
- Programming Essentials in Python

LANGUAGES

English Competent Level (verbal, written and read fluently)

QUALIFICATION SUMMARY

English-speaking Help Desk Specialist with experience in Technical Support including Windows OS and hardware (computer peripherals) troubleshooting. Also, characterized by an excellent customer service and proactive ability.

EXPERIENCE
EDWARDS LIFESCIENCES |INTERN

Oct 2023 - Nov 2023

- Technical support
- Provided customer support
- Active Directory Management
- Installation of equipment and software
- Service Now (ticketing)
- Inventory management
- Developing Applications

RECLUTA TALENTHUNTER |CONTRACTOR

Jan 2024 - Jul 2024

Continued to contribute to the IT department in Edwards Lifesciences Corporation as a regular employee.

SKILLS

- Networks and structured cabling
- Scanners and printers working knowledge.
- Cybersecurity essential knowledge.
- Good communication
- Teamwork
- Problem resolution
- Organization and time management

REFERENCES

Rebeca Brenes
Pertec Global Services
+506 8507 5514

Francini Redondo
Technol, IT Edwards
+506 6123 2752