


JHOZIEL DAVILA

INFORMATION SYSTEMS ENGINEER

 (505) 7859-0506

 jhoziel.davila27@gmail.com

 Managua

ABOUT ME

Professional with years of experience addressing technical issues in fast-paced environments. I've ensured the seamless operation of digital platforms and cloud services, delivering accurate solutions within tight deadlines. My ability to analyze and refine critical data, paired with advanced communication skills (C1 English), enables me to provide consistent outcomes through a structured approach and effective collaboration.

EDUCATION

Information Systems
Engineering

Universidad Centroamericana (UCA)
2016 - 2021

Technical Certificate in
Computer Science
Completed in 2015, Managua

APTITUDES

- Strategic contemplation
- Proactive
- Organized
- Multitasking

SKILLS

- Fast learning
- Problem'solving
- Teamwork
- Effective communication

LANGUAGES

Spanish Native
English proficiency C1

EXPERIENCE

2024 - 2025 **Concentrix**

Mar Feb Advisor II, Technical Assistance

I collaborated on the Office campaign, particularly in the realm of SCIM IDO. We addressed issues related to the synchronization of local systems with the cloud, as well as office packages, licenses, accounts, and users within medium and large enterprises

2023 - 2024 **Concentrix**

Jan Mar Advisor I, Technical Support

I provided technical support for the Xbox campaign, addressing issues related to consoles, games, licenses, subscriptions, maintenance, and various payment processes. I collaborated with multiple departments to manage various case escalations.

2022 - 2022 **Ibex**

Aug Nov Client support

I served as a customer service agent for the Western Union campaign. I reviewed the compliance area, where individuals were restricted from the service, to verify whether their transactions were being processed.

2021 - 2022 **Plan International Nicaragua**

Feb May Data Processor

Managed and processed critical information regarding sponsored children. Responsibilities included collecting, verifying, and updating personal and demographic data to ensure accuracy and confidentiality. Played a key role in maintaining trust and strengthening relationships between sponsors and the organization.

REFERENCES

Dayana Hidalgo
Architect +505 8662-3205
dayahidalgo14@gmail.com

Ricky Bonilla
Systems Engineer
+505 84249787
rickybonillar@gmail.com