DAVID JOSSUE DIAZ CHAVARRIA

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WORK EXPERIENCE

Bosch

Software Developer (RPA Developer), (1 year)

- Developed software solutions to automate various company processes. Python was used to automate SAP processes.
- Utilized data analysis tools, such as Pandas, Excel, and Power BI, to evaluate the sustainability and profitability of incoming projects. Presented this data to the team.
- Designed and implemented algorithms to significantly reduce processing times for multiple tasks.
- Collaborated with cross-functional teams to gather requirements, develop solutions, and introduce new features.
- Performed comprehensive testing and debugging of software to ensure high quality and reliable performance. This included testing and debugging completed projects as needed.
- Maintained and updated existing software applications, including troubleshooting and resolving technical issues.

Hewlett Packard Inc.

Technical Support Service (1.5 year)

- Provided technical support for various hardware and software products to customers via phone, email, and chat.
- Troubleshot and resolved technical issues related to printers, laptops, desktops, and servers.
- Documented customer interactions and solutions in ticketing system
- Collaborated with team members and escalated complex issues to higher tiers of support as necessary.

TECHNICAL SKILLS

Python || JavaScript || SQL || Java || C++ || SAP
Django||Pandas || NumPy || MySQL ||HTML || CSS ||Django rest framework || MongoDB || Power BI ||
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EDUCATION

Colegio Técnico Professional de Carrizal | 2020
- **Technical degree in software development**

Universidad técnica de Costa Rica | 2018
- **Advanced english**

Fundación de estudios brasileños |August 2021 – 2022
- **Intermediate portuguese level**

Universidad Fidelitas | March 2022 – Present
- **Computer systems Engineering**