Luis Chavarria Morales

(506) 84788313 • pablo1n3@hotmail.com • San Jose, Desamparados

Proactive and results-driven IT Technician with strong communication, problem-solving, and technical support skills. Experienced in delivering high-quality service to end users, maintaining system performance, and supporting hardware/software environments. Proven ability to work under pressure, handle customer inquiries, and collaborate with cross-functional teams. Eager to contribute to customer satisfaction and operational excellence in a dynamic support environment.

Experience

TD ATA Support Technician
Intel

04/2024 – Present
Belén, Heredia

- Provide expert-level technical support for ATA systems, ensuring fast issue resolution and optimal system uptime.
- Diagnose hardware/software issues and implement solutions across diverse systems.
- Collaborate with internal teams to resolve complex technical cases and drive continuous improvement.
- Maintain detailed documentation for support tickets, system configurations, and resolutions.

Manufacturing technician
Infotree Global Solutions

09/2024 – 04/2025
Belén, Heredia

- Performed preventive maintenance and troubleshooting on production equipment.
- Contributed to process improvements and ensured compliance with quality standards.
- Documented all maintenance activities following company protocols.
- Worked collaboratively to meet daily production goals and maintain workflow efficiency.

Telecommunications technician
Conectese a La Red

2017 – 2017

- Supported voice, data, and VoIP system implementations and maintenance.
- Diagnosed and resolved customer network issues, ensuring service continuity.
- Conducted routine system updates and technical support visits.

Education

Engineering in telematics
Universidad Latina de Costa Rica

2020 – Present

Electronics in telecommunications
Vocacional Monseñor Sanabria

2015 – 2017

Cisco CCNA
Academia de Tecnología UCR

2021 – 2022

Skills

- Platforms: Microsoft 365, SAP, Salesforce.
- Networking: TCP/IP, VoIP, Cisco routing/switching.
- Programming: Python, Java (basic knowledge)
- Support Tools: Ticketing systems (ServiceNow, Jira), remote assistance, knowledge bases
- Soft Skills: Troubleshooting under pressure, multitasking, time management, cross-team collaboration
- Languages: English – 90% (fluent spoken/written) | Spanish – Native