

# Daniel Francisco Cancino Ricketts

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## Personal Profile

*A motivated and versatile graduate with a strong academic foundation in Biology and professional experience in data analysis, full-stack development, and cybersecurity. Currently expanding technical expertise through self-directed projects and certifications. Skilled in research, problem-solving, and technical communication. Actively seeking opportunities to contribute to innovative teams at the intersection of development and security.*

## Key Skills

- **Programming & Web Development:** JavaScript, React, Node.js, Python, HTML/CSS
- **Data & Analysis:** SQL, Power BI, Data Cleaning, Statistical Modeling
- **Cybersecurity:** Network vulnerabilities, privacy, threat detection, TryHackMe (Incident Responder profile)
- **Tools:** Git, VS Code, Excel
- **Soft Skills:** Analytical thinking, teamwork, communication, self-learning

## Education

**Pontificia Universidad Javeriana**, Bogotá, Colombia  
**Bachelor of Science in Biology**  
January 2018 – March 2023

**University of California, Davis** (via Coursera)  
**SQL for Data Science** (Non-credit certificate)  
December 2023

## Certifications

- Google Data Analytics Specialization – Google/Coursera
- Introduction to Cybersecurity – Cisco
- SQL for Data Science – UC Davis
- JavaScript (Basic) – HackerRank

## Professional Experience

### Teleperformance (Microsoft)

#### Tech Router

June 2022 – Present | Bogotá, Colombia

- Manage technical incidents and customer cases for Microsoft, delivering fast and effective solutions.

- Collaborate with internal teams and Microsoft support to ensure efficient issue resolution.
- Utilize advanced ticketing and CRM platforms to maintain an organized and effective workflow.
- Familiar with Windows operating systems, Microsoft Office Suite (O365), and basic hardware/software installation, diagnostics, and troubleshooting. Skilled in documenting solutions and contributing to internal knowledge bases.
- Able to work under pressure in rotating shifts, with a strong focus on customer service and rapid incident resolution.
- High-level oral and written communication skills in both English and Spanish, committed to service excellence.

## **Pontificia Universidad Javeriana**

### **Research Data Analyst**

January 2020 – April 2023

- Conducted econometric and statistical analyses on agricultural production datasets.
- Co-authored peer-reviewed publications on crop yield, production costs, and market response.
- Presented findings in academic forums and collaborated in multidisciplinary teams.

### **Research Intern – Molecular Biology Lab**

July 2021 – December 2021

- Conducted 15 successful plant biology experiments generating high-quality datasets.
- Increased research accuracy by 20% through structured reporting and data organization.
- Delivered training materials to undergraduates, reducing onboarding time by 35%.

### **Teaching Assistant – Molecular Biology Module**

August 2021 – October 2021

- Supervised lab sessions for groups of up to 15 students.
- Facilitated hands-on learning and maintained strict health and safety compliance.

## **Projects & Ongoing Development**

- Developing a **Blackjack Game** using JavaScript and React.
- Studying **Node.js**, Express, and relational/non-relational databases.
- Practicing cybersecurity skills on **TryHackMe**, focusing on threat analysis and incident response.
- Exploring C# and .NET as part of a broader Full-Stack and Cybersecurity path.

## **Languages**

- **Spanish** – Native/Bilingual
- **English** – Native/Bilingual

## **Publications**

- Cancino, D.F., et al. (2023). "A Vector Error Correction Model to Estimate Potato Supply Response in Colombia."

- Cancino, D.F., et al. (2022). *"Regression Analysis of Economic Profitability of Banana Passion Fruit Production."*
- Cancino, D.F., et al. (2022). *"Cost Function Estimation for Rice in the Santander Region."*
- Cancino, D.F., et al. (2021). *"Impact of SARS-CoV-2 on Patients with Inborn Errors of Metabolism – Literature Review."*
- Cancino, D.F., et al. (2021). *"Econometric Model for Rubus glaucus Cultivation in Pamplona and Chitagá, Colombia."*