

Ricardo VAZQUEZ

Software Analyst | Developer

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HARD SKILLS

Programming	Microsoft .Net (C#), Python, Javascript
Data Analysis	SQL Server Reporting Services, Microsoft Report Builder, Power BI
Databases	Microsoft SQL Server, PostgreSQL
Operating systems	MacOS, Windows, Linux
Frameworks	Flask, Node.JS, FastAPI
Tools	Git, Azure DevOps Server, Visual Studio, VS Code, ServiceNow

EXPERIENCE

Present May 2019	Application Support BI, SIGUE CORP, Tijuana, Mexico <ul style="list-style-type: none">➤ Provided support to devteam by adding new features and functionality to existing applications➤ Keep track of assigned tasks on Azure DevOps platform➤ Analysis and debugging of applications to find issues➤ Bug fixing➤ Documentation of issues and its resolution➤ Provide support on software deployments➤ Modification and optimization of stored procedures➤ Creation, modification and management of dynamic reports using SSRS and MS Report Builder <div>MSSQL SSRS Git Azure DevOps Visual Studio Report Builder</div>
May 2019 November 2017	Service Desk Analyst, SIGUE CORP, Tijuana, Mexico <ul style="list-style-type: none">➤ Assisting with the detection and recording of possible Problems➤ Monitoring the status and progress towards resolution of assigned incidents➤ Performing Incident investigation diagnosis and resolution➤ Remote software install through GoToAssist / LogMeIn➤ Domain accounts management using Active Directory, for internal and external users➤ Direct assistance to agencies and end users➤ General support to Software / Hardware➤ Escalation to required teams if necessary➤ Liaising with vendors and 3rd party providers <div>Active Directory Citrix ServiceNow LogMeIn Remote GoToAssist RDP</div>

LANGUAGES

Spanish ●●●●●
English ●●●●○

SOFT SKILLS

- Problem-solving
- Teamwork
- Self-learning
- Adaptability
- Willingness to learn

EDUCATION

2019 - Present	Mechatronics Engineering at <i>Centro de Enseñanza y Capacitación de Estudios Superiores de Baja California</i>
2022	Full Stack Development Course at <i>LaunchX Virtual Innovation by Microsoft</i>