Ricardo Vazquez

Software Support Analyst | Aspiring Developer

♥ github.com/R-V-L

② Ricardo_vl@outlook.com

▼ Tijuana, Mexico

HARD SKILLS

Programming Microsoft .Net (C#), Python

Data Analysis SQL Server Reporting Services, Microsoft Report Builder, Microsoft SQL

Operating systems MacOS, Windows, Linux

Frameworks FastAPI, Flask

Tools Git, Visual Studio, VS Code, ServiceNow

EXPERIENCE

Present | May 2019 |

Application Support | BI, SIGUE CORP, Tijuana, Mexico

- > 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

MSSQL | SSRS | Git | Azure DevOps | Visual Studio | Report Builder

May 2019 November 2017

Service Desk Analyst, SIGUE CORP, Tijuana, Mexico

- > 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

Active Directory Citrix ServiceNow LogMeIn Remote GoToAssist RDP

LANGUAGES

Spanish • • • • • • English • • • • •

♣ Soft Skills

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

EDUCATION

2019 - Present Mechatronics Engineering at Centro de Enseñanza y Capacitación de Estudios Superiores de Baja California

2022 Full Stack Development Course at LaunchX Virtual Innovation by Microsoft

2023 Scrum Fundamentals at SCRUMstudy 🗹 Certificate

2023 Cloud Computing at Google Activate C Certificate

PROJECTS

MATH PROBLEMS GENERATOR

2021

https://rivazql.pythonanywhere.com

Website to generate simple math problems. Number of problems, complexity, teacher and student name are configured by the user. After options have been set (or left as default) it will generate a PDF file, last page of the PDF will contain an answers sheet.

Python 3 Flask Uvicorn HTML Bootstrap 5

DOMOTICS WITH PYTHON AND RASPBERRY PI

2022

github.com/R-V-L/Domotica-con-Python-y-Raspberry-PI

Proof of concept of simple domotics with Raspberry Pi (model 3b+). LEDs are controllable using a touchscreen UI made with Tkinter and a SmartPi Touch, access is provided using a RFID reader. Ultimately phone notifications were implemented using the Telegram API throught requests, multithread solution was used to avoid any blockings or slowdowns while sending network requests.

Tkinter Gpiozero requests