

Ricardo Patiño

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 (+506) 88795100


Network Support Engineer with experience in Coding solutions, I have created applications in React.js, Python. Using HTML, CSS, Ajax, Bootstrap, JavaScript. Accurate, precise and detailed. I can devote myself to a wide variety of tasks that require attention to data and the application of knowledge and experience.

Technical Skills

Programming Languages and Frameworks

HTML 2+ yrs 

Java Script 1+ yrs 

Bootstrap 1+ yrs 

CSS 2+ yrs 

Databases, Tools & Environments

VS Code 1+ yrs 

Visual Studio 1+ yrs 

Application Lifecycle Management

SQL Server 1+ yrs 

My SQL 1+ yrs 

Languages

Spanish Native

English C1

Work Experience

Campaign Manager

Oct 2021 – Jan 2022

Movable Ink

- Professional Practice, email Developer
- Build dynamic content using HTML/CSS/JavaScript.
- Answer and manage campaign tickets.
- Auto QA, make sure it meets all the requirements (zero errors).
- Track your time for each build.
- Manage a growing portfolio of client campaigns.

Network Support Specialist

Dec 2018 – Oct 2021

Sykes - CISCO

- Provide technical support and product information.
- Configure Network access profiles on routers and switches.
- Configure and reset Network account access. - Phone, email and chat support for Cisco Products.
- Network analysis to improve Cisco performance on Wifi systems and help coworkers to clarify questions.

Network Tech Support

Nov 2016 – Dec 2018

LogMeIn -Teleperformance Costa Rica

List technical skills used

- Support on: BoldChat, Bold 360, GotoAssist, Service Desk, LogMeIn Rescue. Windows, Apple, Servers, wireless Networks.
- Respond and resolve routine and 2nd-level hardware/software service tickets.
- HTML configuration for boldchat platform and tools.
- Diagnose and fix application and hardware issues and advanced connectivity problems..
- Create and maintain documentation and training materials, using standard templates, to train new team members.

Personal Projects

Hotel Villa Grace Website

Dic 2021 -Actually

Hotel Villa Grace

Develop a free hosting website for a family business, Deployed using HTML, CSS and Javascript, Javascript Libraries..

First working-live website.

Responsive to mobile and desktop users.

Live chat platform.

<https://rickpatinorwixsite.com/hotelvillagrace>

Education & Certifications

Degree/Certification year achieved

4Geeks Academy - FullStack Software Development	2021 - 2021
Universidad Latina de Costa Rica - Bach Business	2007 - 2010
Cisco Networking Academy - Cisco CCNA	2019 - 2020

References & External Links

1. Danil Yépez	Founder at Resonance Costa Rica	88180262	pure2live@gmail.com
2. Ana Catalina Hernández	Health Services Admi student CCSS	87816801	catichacon2016@gmail.com
3. Josué Palma	Commercial Manager AT&T, Mexico	60793939	jpal,ma16@hotmail.com