# Ricardo Patiño
*Software Developer*

✉ rickpatinor@gmail.com    📞 +506 88795100    📍 Heredia, Costa Rica    in LinkedIn    ⬛ Ricardo-Patino

## Skills

● Over 10 years of experience in the information technology with 2 years in software development and IT Support.

● Strong background in CISCO/Telecommunications configuration -infrastructure, understanding networking concepts and networks and device´s configuration, and Result Oriented.

● Web Development: JavaScript, Java, React, PHP.

● Programming languages **HMTL, CSS, Bootstrap, JavaScript + ReactJS, Context, Flux, Hooks, Python, shell, batch + Flask, Json, REST APIs, SQL alchemy, MySQL Server, React, Groovy.**

● Built web applications with: **SQL, Java and Python.**

● Experience with **Postman + flask, Email on Acid, Expressions, Virtual Machines, Data Sciences and Machine Learning.**

● Experience with **Linux, Windows Server.**

● Experience collaborating in Agile meetings: **Daily scrum, Planning**, and Retrospectives. Use **JIRA** and **Salesforce** to track User Stories.

● Experience with **GitHub** using **CLI and Desktop** Clients to collaborate using branches, commits, and pull requests to shared repositories.

● Analytical and problem-solving with the ability to work independently and in teams.

● Solving problems and examining the big picture.

● Malleable, fast adjust to the work environment. Can effectively correct my action plan to recover from delays.

● Capable of reflect/capture learning and opportunities for improvement as well define action plans to close them.

## Projects

### Hotel Villa Grace (click to follow)                           **2003 -** Actually.

*CMS, HTML,CSS*
A hotel website that allows direct interaction between potential guests and hotel staff through a live chat platform integrated into the page. The website allows easy access to relevant information such as prices, photos, and videos of the hotel.

### Acura (click to follow)                           04/2023 – 07/2023

*CMS, JavaScript, libraries , APIs, CSS, React.*

Freelance
- A car sales website that allows for seamless modifications based on customer feedback. My main responsibilities include website and content updates per request.
- Built web applications with: Python, Java and SQL.

## Certificates | EDUCACION

| Certificates | EDUCACION |
|---|---|
| • Introduction to IoT<br>• JavaScript Under the Hood<br>• R&S: Introduction to Networks<br>• PHP Essential<br>• Switching, Routing, and Wireless Essentials.<br>• CSS Selectors | **Full Stack Web Developer** *4Geeks Academy / MICIT*0   4/2021 – 06/2021<br>**Business Management** *Latina University*   2010 |

## PROFESSIONAL EXPERIENCE

**Technical Producer    -    Cheeta Digital / CM Group      04/2022 – 02/2023**

- Design and develop responsive multi-channel campaigns using; **HTML, SQL, Groovy, CSS, JavaScript, React** and other web-based technologies.
- **Python, Shell, and batch** usage for **machine Learning development** and **generate data for automation and data base**.
- Platforms**: Messaging, CheetahMail, Distributed Marketing, EDP, Expressions, Journey Designer**. Tools: **Email on Acid.**
- Tickets Platforms: **Salesforce, JIRA.**
- Reduce and improving the process of continuous integration and continuous delivery. **CI/CD**
- Increasing the team's productivity by enforcing automation in, building, testing, and deployment of software applications.
- Perform **Software testing** - lifecycle, types, processes, tools.
- **GitHub** using CLI and Desktop Clients.
- Responsible for: **Software testing** -  **Software lifecycle**, processes, tools.
- **System management**, active  **software debug**, to accomplish **KPI**.
- Create a **Json Files** for asynchronously access of information, for a more responsive website and able to easily manage the data flow.


**Campaign Manager    -    MovableInk              10/2021 - 01/2022**

- Professional Practice after getting the web developer degree.
- Build dynamic content with the company platform using **HTML/CSS/JavaScript.**
- Answer and manage campaign tickets on **Jira** and **Sales Force**.
- Auto **QA**, make sure it meets all requirements (zero errors).
- **Time track** each build, to keep track of hours and bill the customer.
- **Software testing** – software lifecycle, types, processes, tools.
- **System management, software debug, and KPIs.**
- Build projects on **Virtual Machines**  and create hem for software testing.
- Manage a **portfolio** of customer. **Define** and **implement** action plans to recover from delays on deliverables.
- Reduce and **improve process** for continuous integration and continuous delivery (**CI/CD**).
- Based on platform and projects look for **automatization** opportunities and help to build them.
- **Communicate** and escalate as needed to L2 or other departments to ensure project deliverables.


**Network Support Specialist  -   Cisco              12/2018 - 10/2021**

- Technical support and product information.
- Work on tickets and escalate them as needed.
- Configure network access profiles for internal and external users.
- Configure and restore access to the network account.
- Analytical and problem-solving with the ability to work independently and in teams.
- Solving problems and examining the big picture.
- Solving problems and examining the big picture.
- Malleable, adjust to the work environment. Can effectively correct the action plan to recover from delays.
- Capable of reflect/capture learning and opportunities for improvement as well define action plans to close them.
- Highly collaborative and self-driven.

## IDIOMAS

Spanish - Native        ● ● ● ● ●                English - C1          ● ● ● ● ○