

Ricardo Patiño

Software Developer

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Heredia, Costa Rica

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Skills

- Over 15 years of experience in the information technology with 4 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 **HTML, 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

2003 - Actually.

<https://rickpatinor.wixsite.com/hotelvillagrace> (CMS)

<https://www.hotelvillagrace.com> (Live app)

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

- CISCO Renewal Manager
- CISCO Sales
- CISCO CX Champion
- Introduction to IoT
- R&S: Introduction to Networks
- Switching, Routing, and Wireless Essentials
- PHP Essential
- JavaScript Under the Hood
- CSS Selectors
- SCRUM FUNDAMENTALS

BBA Business Management *Latina University* 2010

Full Stack Web Developer *4Geeks Academy / MICIT* 2021

BSSE Software Engineer *Fidelitas University* 2026

PROFESSIONAL EXPERIENCE

CISCO Renewal Engineer - OCP TECH 12/2024 - Present.

Objective:

Manage and facilitate contracts renewals for services, software subscriptions, and corporate agreements. Focused on ensuring operational continuity, maximizing customer retention, and identifying opportunities for improvement or expansion.

Responsibilities:

- Contract Administration and subscription renewal process.
- Analysis of usage data and SLA compliance to optimize renewals.
- Monitoring key technology contract renewal dates.
- Use of tools such as Cisco Smart Account, CCW-R, PXP, and Cisco Ready for analysis and management.
- Reports preparation and forecasts in Excel and Power BI.
- Cisco commercial policies and strategic discounts on Contracts and business application.
- Repetitive tasks automation using Python and scripts.
- Continuous process improvement based on data analysis.
- Collaboration with sales, billing, customer service, and operations teams.

Competencies:

- Analytical approach and continuous improvement orientation.
- Knowledge of process automation and systems integration.
- Cisco certifications (Customer Success Manager, Renewal Manager, CCNA, etc.).
- Strong attention to detail and precision in contract management.
- Effective communication and presentation skills.
- Ability to prioritize tasks and manage multiple renewals.
- Adaptability to changing technologies and requirements.

CISCO Presales Engineer - OCP TECH 04/2024 – 12/2024.

Objective:

Design and implement software solutions for data analysis, digital transformation, facial recognition, and AI that meet client requirements according to OCP TECH's product and service portfolio. Provide technical support to the sales team.

- Assist clients in making informed technological acquisition decisions based on their specific needs.
- Deliver presentations on technologies with a straightforward translation of their application to business areas.
- Adopt a consultative approach to understanding client needs, presenting customized value propositions and use cases to address pain points.
- Develop technical proposals for clients, collaborating with the commercial team to align with client requirements.
- Work closely with the sales team to design and present technical products or IT solutions to clients.
- Document products, services, or IT solutions to effectively translate technological advantages into "commercial language."
- Prepare demonstrations and presentations on products or solutions.
- Oversee the implementation of proposed solutions, detailing the final design of the IT solution.
- Evaluate both in-house and competitor products on a technological scale to offer the best solutions to clients.

Technical Producer - Cheetah 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.

- 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 them 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.
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- 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

