

# Rodrigo Retana López

## Personal Info

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## PROFESSIONAL EXPERIENCE

Proactive, adaptable, and results-oriented professional with over four years of experience in customer service and back office work in the credit and healthcare sectors in the U.S. Currently pursuing a degree in Software Engineering at Cenfotec University, with a solid foundation in full-stack development and academic projects. Passionate about the transition to the technology sector with a focus on software development.. Distinguished by his communication skills, critical thinking, and rapid learning ability.

## EDUCATION

**Escuela Liceo María Auxiliadora de San José**

San José, Costa Rica

2016 - 2020

**Universidad Cenfotec - Software Engineer**

San Pedro, Costa Rica

2022 - Present

**Scrum Fundamentals Certified | Fourth Edition**

2024 - Online

## JOB EXPERIENCE

United Collection Bureau

Customer Service Representative - Back Office Agent

Abril 2021 - June 2024

Equifax

Global Customer Care

June 2024 - November 2024

TransUnion

Bilingual Voice Agent

Nov 2024 - Present

## SKILLS

NodeJS

Javascript

Java - JavaFX - Springboot

C# - .Net

SQL

Angular

RestAPI

HTML - CSS

Azure

## LANGUAGES

Spanish - Native

English - B2+