




ROLANDO QUESADA GRIJALBA

 (506) 6002-2436
 rolo156599@gmail.com
 Poas Alajuela, Costa Rica

PROFILE

I am a professional with experience in the field of finance and a strong background in technology. My education includes studies in Networking, Linux and Software Development, which have equipped me with technical and analytical skills. My career has primarily revolved around the financial sector however, I am seeking to move to the technology path in order to start getting my studies into use.

SKILLS

SAP System	Team Work
Microsoft Excel	Leadership
Cisco Networking	Fast Learning
Linux	

EMPLOYMENT HISTORY

AUG 2019–DEC 2020 COLLECTIONS REPRESENTATIVE, SNAP FINANCE

Collections Representative, Snap Finance Alajuela • Contacting debtors through inbound and outbound calls to verify their present financial conditions, and providing options for payments. • Collecting delinquent accounts and update the accounts. • Calculating interests, and scheduling dates for future payments.

DEC 2020–APR 2022 WRITTEN COMM. SPECIALIST, COLLECTIONS, SNAP FINANCE

• Contacting debtors through text messages and emails to verify their present financial conditions, and providing options for payments. • Work hardship program plans, payments arrangements to give a proper experience to customers. • Handling Lease-to-own and loans accounts.

MAY 2022 – PRESENT SR ANALYST, CASH APPLICATIONS

• Posting incoming payments in G/L and customer accounts, using SAP System for Puerto Rico, Venezuela and Canada. • Closing invoices with the posted payments. • Preparing internal and external refunds requests for the AP team. • Processing the Write Offs and running several reports for the AMS region throughout the month. Reconciliations.

EDUCATION

FEB 2012 – DEC 2016

High School Diploma, Instituto de Alajuela

MAY 2017 – MAY 2018

English for Contact Centers, Universidad Tecnica Nacional

JUN 2018 – DEC 2018

Microsoft Office: Advanced Microsoft Excel, Universidad Tecnica Nacional

JAN 2019 – DEC 2020

Cisco Certified Network Associate (CCNA), Universidad de Costa Rica

JAN 2022 – APR 2022

GNU/Linux Server Manager, ICAI Universidad Nacional

SEP 2023 – PRESENT

Software Development Engineering Universidad Fidelitas