César Jiménez Salazar

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Education

Costa Rica Institute of Technology   Expected June 2024
Bachelor of Science in Computer Engineering   GPA: 88.95/100

Projects

Earthquake monitoring system   July 2021 – Sept 2021

- Developed a Java-based earthquake monitoring system for Costa Rica to address the nation's seismic activity risks.
- Integrated the JxBrowser library to create a user-friendly, real-time monitoring system capable of collecting and storing critical earthquake data such as epicenter location, magnitude, date, and time.
- Implemented automated email notifications to alert users about new earthquake registrations, addressing the need for timely notifications crucial for public awareness and safety during seismic events.
- Enhanced earthquake preparedness, risk mitigation, and data accuracy for stakeholders. This improvement was vital as it directly contributes to public safety and informed decision-making.

Supermarket shopping platform using distributed databases   Sept 2022 – Nov 2022

- Built an online shopping platform using the ASP.NET framework for a fictional supermarket chain with presence in four latin american countries to extend the market to online customers.
- Designed the database model for each country's server and implemented horizontal fragmentation to separate the products that were sold on every country using SQL Server.
- Developed additional platform functionalities such as reports on sold products, customers, branches and product's distributors to analyze the supermarket chain growth.
- Achieved to implement an easy-to-use platform increasing the chain's customer volume and reducing costs by automating the process of a significant number of orders.

Experience

Customer Service Representative   July 2020 – Feb 2021
Sykes Latin America – San José, San José

- Managed customer's credit card accounts including their personal information, charges, billing statements, authorized users, disputes and active credit cards.
- Analyzed customer's account dispute cases to determine best possible outcome for customers and provide them with accurate advice and steps forward with their dispute process.
- Achieved an overall customer satisfaction score of 4.7/5 and a low average time per call of 367 seconds.

Skills

Programming: Python, C, C++, C#, Java, JavaScript, HTML, CSS
Frameworks: ASP.NET, Bootstrap
Databases: Microsoft SQL Server, MySQL, Oracle Database, MongoDB
Languages: English, Spanish