

Miguel Alejandro Fernández Arteaga
Software Engineering Student
Systems Development, Data Analysis & Support
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Profiles - Portfolio

Profiles	GitHub Profile	https://github.com/bash20cu
	Personal Portfolio - Showcasing development projects and skill set.	https://portfoliomiguel2025.netlify.app/
Projects	Connectivity Tool - Frontend design and development for internal troubleshooting tool.	https://github.com/miguelfernandez2022/connectivitytool
	Web Simulators - Audit, design, and development of interactive product simulators.	https://github.com/miguelfernandez2022/SurfboardCentral
	Oracle Next Education (ONE) – Alura LATAM – Certification - Guided projects in HTML, CSS, JavaScript, and OOP Java.	https://bash20cu.github.io/ONE-Alura/

Professional Summary

Motivated software engineering student with over six years of experience in object-oriented programming, including Java, C#, and JavaScript, along with two years in network engineering. A strong portfolio of academic and personal projects demonstrates proficiency in developing management systems, advanced data structure games, and CRUD web applications. Expertise in data analysis and automation has resulted in optimized workforce planning and improved team management over three years. Actively seeking internships or entry-level positions in software development, technical support, or data analysis to leverage skills and contribute to team success.

Technical Skills:

- *Programming:* Java, C#, Python, JavaScript (OOP), PHP
- *Web Development:* HTML5, CSS3, VanillaJS, jQuery
- *UI/UX Design:* Interface design and code optimization for performance and usability
- *Networks:* TCP/IP, DNS, DHCP, router/switch/firewall configuration and troubleshooting
- *Automation & Reporting:* Microsoft Excel (macros), Microsoft Power Automate
- *Project Management Tools:* Trello, Azure DevOps (Agile methodologies)
- *Soft Skills:* Customer service, empathy, active listening, fast deductive reasoning, persuasion, adaptability to different accents

PROFESSIONAL EXPERIENCE

Real-Time Analyst

9/2022 – 8/2025

Movate inc. - [Ultrapark 1, La Aurora, Heredia, Costa Rica]

- Developed Excel reports with macros for PTO tracking and reporting.
- Automated PTO approval workflows using Microsoft Power Automate.
- Analyzed workforce data to ensure efficient scheduling and coverage.
- Monitored real-time workloads, team behavior, and call volumes across multiple teams (150+ agents), including break management.
- Participated in requirements meetings with international clients.

- Optimized internal processes using automation and web-based data visualization, leveraging programming and analytical skills to support team coordination, data accuracy, and solution mapping.

Junior Software Developer (Side Project)

4/2021 – 10/2023

Movate inc [Ultrapark 1, La Aurora, Heredia, Costa Rica]

- Learned the base code and logic of legacy internal systems.
- Developed web simulators for W21 and SBC Central apps (HTML5, CSS3, VanillaJS, jQuery).
- Audited, designed, and implemented the ARRIS Surfboard G34 simulator.
- Designed and implemented UI/UX improvements and frontend optimization for the Connectivity Tool.
- Participated in client-facing design meetings and contributed to the delivery of functional, scalable code.
- Collaborated in debugging and deep source code analysis.
- Used agile tools (Trello, Azure DevOps) for project tracking and delivery.

Bilingual Technical Support (Call Center Agent)

11/2020 - 9/2022

Movate inc [Ultrapark 1, La Aurora, Heredia, Costa Rica]

- CCNA I & II certified knowledge
- Diagnosed modems and routers; configured home networks.
- Strengthened soft skills: empathy, active listening, quick thinking, persuasion, patience, attitude, and understanding of diverse English accents.

EDUCATION

Bachelor’s Degree in Software Engineering (In Progress)

Universidad Internacional de las Américas

San José Costa Rica

Currently completing final 8 courses before graduation

Technical High School Diploma in Computer Science

Instituto Politécnico de Informática “Máximo Gómez Báez”

Camagüey Cuba

Graduated: 2008