Miguel Alejandro Fernández Arteaga
[Portfolio][https://bash20cu.github.io/Portfolio/]
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SUMMARY

5 years of experience in Object Oriented Programming Languages. Active coding, learning modern design patterns, Collaborating on projects for large transnational companies, such as csscorp, commscope, arris, comcast.

2 years of experience in Networking Engineer. Solving problems, in real time with different types and environments of networks, in the domestic area. Educating clients how to optimize and obtain 100% efficiency in the use of networks and equipment.

7 years of experience in Customer Service. Gaining communication skills.

OBJECTIVE

Looking for an entry-level position as a Software Engineer in a dynamic firm that values my analytical and technical skills and provides scope for updating my knowledge, I seek a company that will help me contribute to its development while concurrently aiding my personal growth.

QUALITIES

Analytical and problem-solving skills, software development revolves around problem-solving.

Ability to work as a team player, work closely with other team members to achieve results. **Sense of responsibility**, with times and schedule.

Organized, meet the goals on time.

Adaptability and motivation to work and learn every time, hardware, software, and user habits evolve at an accelerated rate.

Communication skills, experience in remote work, communication is essential.

EXPERIENCE

Real Time Analyst   Sept. 2022 / Present]

CSSCORP [Ultrapark1, La Aurora Heredia, Costa Rica]

- Development of reports in excel with macros, for the PTO report
- Automation with Microsoft Automate of the PTO report and approvals.
- Learning from reports to ensure correct workforce planning.
- Real-time analysis of the workload, in addition to the behavior of the teams, and call loads, also administration of break times, for two teams, with a total of more than 70 agents.

Junior Software Developer   Jul 2022 / Present]

CSSCORP [Ultrapark1, La Aurora Heredia, Costa Rica]

- Learn the codebase connectivity tool project (jQuery).
- Create Web applications for Commscope/ARRIS (HTML5 / CSS3 / VanillaJS).
- Audit, Design and implement Commscope/ARRIS G34 web simulator (HTML5 / CSS3 / VanillaJS / PHP) • Implement and Optimize Commscope/ARRIS Connectivity Tool UI/UX Design (HTML5 / CSS3 / JQuery)
- I attended design meetings with the client, every week, participating in all the updates.
- Collaborate writing basic code and added functionality.
- Collaborate in the debugging and exhaustive analysis of the source code.
- Use of tools for agile project management, such as Trello, Azure DevOps.

Bilingual Network Engineer Technical Support   Nov 2020 / Jul 2022]

CSSCORP [Ultrapark1, La Aurora Heredia, Costa Rica]

- CCNA I and II.
- Commscope /ARRIS Diagnosis Modems and Reuters, Configuration of home networks.
- Acquisition of communication skills for customer service, such as: Empathy, Listening, thinking quickly, Persuasion, Patience, Attitude, Understanding of Multiple Language Accents, Teamwork.

Collaboration (Research and Development)   [Oct 2020 / Apr 2021]

Colmena Technologies S.A [Vázquez de Coronado, San José, Costa Rica]

- Investigation of development and production environments with Docker Engine technologies, Odoo 12, l10r_cr (Electronic billing in Costa Rica GitHub Reference PostgreSQL, Nginx, Ubuntu Server 20.04.)
- Deployment in Production using containerization of applications in Amazon Web Services (AWS): cloud computing services

- Installation, Configure Ubuntu Server 20.04, also configure Linux distros on client terminal.

Computer technician   [Jan 2017 / Dec 2019]

Taller Roy@ [Cárdenas, Matanzas, Cuba]

- End Customer Support, Diagnosis, Maintenance and Repair of Hardware and Software.
- Computer Sales, Head of Warranty, Customer Support.
- Implement an Object Oriented design application to provide the point of sale system, invoicing and inventory small business (Python – Django, SQLite3) Available in my Personal repository of GitHub.

  [https://github.com/bash20cu/inventario_py_dev_0.5] •
  Installation, Configure web servers, Apache and Nginx.

SOFTWARE PROJECTS

- Oracle Next Education (ONE) with Alura LATAM [https://bash20cu.github.io/ONE-Alura/]

- Inventario PyDev win32 [https://github.com/bash20cu/inventario_py_dev_0.5]

- Portfolio [https://bash20cu.github.io/Portfolio/]

EDUCATION

Universidad Internacional de las Américas

San José Costa Rica

- BACHELOR'S DEGREE IN SOFTWARE ENGINEERING

[Studying –1st]

Instituto Politécnico de Informática "Máximo Gómez Báez"

Camagüey Cuba

- Technical Bachelor of Computer Science, Technical and Professional Education

*[all title or certification sent upon request]

- Certification CCNA [In Process]
- Certification Python [In Process]
- Certification AWS and AZURE [In Process]
- Certification ONE (Oracle Next Education) [In Progress]

*[all references sent upon request]

[2005 to 2008]