Miguel Alejandro Fernández Arteaga
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SUMMARY

More than 5 years of experience in Hardware and Software Diagnosis, Maintenance and Repair, 3 years of experience in Object Oriented Design Support, Programming and Implementation, 3 years of experience in Customer Service.

EXPERIENCE

2020 [November/23 - Present]

Bilingual Technical Support (Call Center Agent)
CSSCORP [Ultrapark1, La Aurora Heredia, Costa Rica]
- CCNA I and II
- Diagnosis of Modems and Reuters, Configuration of home networks.
- Creation of web application simulators for the W21 and SBC central app (HTML5 / CSS3 / VanillaJS).
- Audit, Design and implementation of the Simulator of the ARRIS Surfboard G34 (HTML5 / CSS3 / VanillaJS / PHP)
- UI/UX Design, Optimization and implementation Connectivity Tool (HTML5 / CSS3 / JQuery)

2020 [October – April/2021]

Collaboration (Research and Development)
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), PostgreSQL, Nginx, Ubuntu Server 20.04.
- Deployment in Production using containerization of applications in Amazon Web Services (AWS): cloud computing services

Computer technician
2017 [2 Years]
Taller Roy@ [Cárdenas, Matanzas, Cuba]
- End Customer Support, Diagnosis, Maintenance and Repair of Hardware and Software (Windows Xp-7-8-10, Office Package, Audio & Video Codes), attention to calls, creation of client portfolio, Marketing (Flyer Creation and Distribution).
- Computer Sales, Head of Warranty.
- Hardware and Software Preventive Maintenance for Client Computers.
- Object Oriented design support, programming and implementation provided for the point of sale system, invoicing and inventory to customers write in Python – Django, ECMAScript 6 (JavaScript), Html5, Css3, Bootstrap, JQuery, SQLite3. free software license GPL   Available in my Personal repository of GitHub. [https://github.com/bash20cu/inventario_py_dev_0.5]
- Preparation of contracts with clients and creation of a portfolio for potential clients, according to Cuban legislation for local business portfolio, Marketing (Creation and Distribution of Flyers).
- Installation of Fiber Optic and configuration of local networks.
- Installation, Configuration of web servers Apache y Nginx.
- Inventory Management and Point of Sale.

Computer technician
2013 [3 Years]
Ministry of Finance and Prices [Cárdenas, Matanzas, Cuba]
- Installation, Configuration, Incremental Backup (Daily, weekly and Monthly) of Apache Server - Tomcat y MSSQL Server.
- Creation and Installation of Virtual Machines using technology like Norton Ghost, VMWare, VirtualBox.
- Management of environments Linux (Debian 5)
- Installation, Configuration, Server Support (Windows Server 2003) and Image-based Thin Clients Norton (Windows XP).
- Hardware and Software Diagnostics, Maintenance and Repair (Windows Xp-7-Windows Server 2003, Active Directory, Debian 5, Squid, postfix, dovecot) and Incremental Support (Daily, weekly and Monthly) of the company at the local level.
- Local Network Configuration Deployment.
- Internal Training at the UCI (University of Informatics Sciences of Havana) in Linux NOVA Server Configuration and Android.

Computer technician   2011 [1 Year]

Ministry of Public Health [Florida, Camagüey, Cuba]
- Development of modules in php for own web of internal use control of files Human Resources.
- Analysis and entry of HR Labor Records, control of the internal legislation of the Record.
- Maintenance, Diagnosis and Repair of Hardware and Software (Windows Xp-7 MS-SQL Server) of the company at the local level.

OBJECTIVE

Consolidate my professional career in a company that offers me new challenges that I can overcome by applying my skills, sense of responsibility, adaptability and motivation to learn, my development of skills and job growth.

EDUCATION

Universidad Internacional de las Américas   Studying – 1 Semester

San José Costa Rica
- BACHELOR'S DEGREE IN SOFTWARE ENGINEERING

Instituto Politécnico de Informática "Máximo Gómez Báez"   2005 to 2008

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]

REFERENCES

- Adriana Alvarado QA Analyst +50689203088 CSSCORP
- Gustavo Fallas Team Manager +50689632244 CSSCORP