Bernardo Troncoso

Computer Engineer
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Profile

- 3 years of experience developing applications using APEX (Oracle Applications Express).
- 3 years of experience working with PL-SQL and HTML/CSS
- 3 years of experience working with IBM QRadar (SIEM/IDS)
- 1 year of experience working with DLP Incidents
- 2 year of experience developing Desktop applications using Visual Basic 2005 .NET and SQL Server 2005.
- 2 years of experience working with Cisco Routers and Switches (Provisioning and Decommission).
- 5 years of experience working as Customer Support Engineer
- 1 year experience developing using Bootstrap 4, ES6 React, Node, Mongo & REST APIs.

I would like to consolidate my career as a Full Stack Developer. The way that I learn is by doing, that's why I want to work in a challenging position and learn every day. I'm very persistent and I'm very motivated. I'm really looking forward to get a lot of developing challenges and contribute to your projects as much as I can.

Technical Summary

SQL	8/10	HTML	7/10
Oracle APEX	9/10	CSS3	7/10
Oracle DB 11g	6/10	PHP/MySQL	5/10
Oracle PL-SQL	6/10	Word	8/10
SQL Server 2005	7/10	Excel	7/10
Visual Basic 2005 .NET	7/10	Word	7/10
Solaris 10	4/10	Cisco Switches	3/10
CCNA	4/10	Cisco Router	3/10
Customer Support	8/10	IDS/SIEM	7/10
Bootstrap 4	9/10	ES6 React and Node	8/10

Certifications

Oracle Solaris 10 Certified Associate
License 1Z0-876 May 2012
Oracle Application Express Developer Certified Expert (APEX)
License 1Z0-450 February 2013

Languages

Spanish (Native or bilingual proficiency)
English (Full professional proficiency)
Swedish (Full professional proficiency)

Courses
Oracle 11g: SQL Fundamentals.
Oracle Database 11g: Administration Workshop I.
Oracle Solaris 10.
HTML & CSS Fundamentals.
Oracle BI 10g: Analytics Overview.
Oracle BI 11g R1: Create Analyses and Dashboards Ed 5 LVC

Education

INACAP – Universidad Tecnológica de Chile.

Computer Engineering, 2005 – 2009

Interests
Tennis, Basketball, new technologies, investing, biking, soccer, table tennis,
outdoor activities, meet new people, social activities.

Volunteer Experience
After the earthquake I worked as a volunteer doing the re-construction at "Un
Techo para Chile". - March 2010 - April 2010.
I worked as a volunteer building houses at "AFS Intercultural Programs".
February 2008 - March 2008.

4 people have recommended Bernardo on LinkedIn

"I had the opportunity to manage Bernardo on several teams. As part of the
security team he not only
managed a high volume of service requests but helped develop an application
to automate specific activities
helping reduce our overall time to resolution. He also built a landing page
where we tracked all security

related metrics. Using these metrics we were able to identify areas for improvement which helped in the
overall management of our security posture. He's ambitious and ready to dive in where needed. Bernardo has
been an asset to his team and organization. "
— **Joe Le Du**, *Senior Manager - CIT Network Operations Team at Oracle, Oracle*, managed Bernardo.

"Bernardo is a proactive and tireless contributor who would make a great addition to any team. He has leaded our internal tools development sub team since 2011, always going one step
further in order to master the
required technical skills to meet and exceed expectations. We will miss his passion, kindness and warm
heart."
— **Lilian Cristhine Saud**, managed Bernardo

"I have had the privilege of working with Bernardo for 6 years. Bernardo and I were commissioned to work as Support Engineers at Oracle Chile initially and gained experience in Software development together. Through the several years that we spent together in a professional environment, I have seen Bernardo grow
– both as a Software/Hardware professional and a human being. Bernardo is a successful risk-taker. He uses unique ways to determine what the target market needs and has the capability of tweaking her marketing
modules accordingly. As a pragmatic leader and a realist, he can grasp ideas in a holistic manner and still pay attention to minor details. Bernardo is known as diligent and personable – two qualities that define him completely. As a creative thinker who possesses a can-do attitude, Bernardo is a pleasure to work with. I recommend him for any position at any organization that chooses to take benefit from his diverse skills."
— **Nicolas Olave**, *Technical Support Engineer - Machine Initiated Control Center (MICC) at*
ORACLE, Oracle, worked directly with Bernardo at Oracle Corporation

"Bernardo otorga un servicio técnico de vanguardia y adaptado en función de las necesidades de la empresa.
Su trato es cordial y profesional."
— **Gonzalo Rojas Delgadillo**, was Bernardo's client

Career history

Network Support Engineer
APEX Developer
February 2013 – Apri 2018
(Remote worker)

I work for the Cloud IT team.
● Provisioning of routers, switches, and firewalls.
● Troubleshoot and perform routine maintenance.
● Developing internal applications with PL/SQL and APEX (Oracle Applications Express).
● Monitoring and investigations of security incidents with IBM Security QRadar SIEM.

Bartender29 November 2016 – 01 October 2017
Part-time

Tasks that I was doing during the job:

● Check-ins and booking adjustments.
● Running the buffet breakfast during morning shifts.
● Re-stocking the bar.
● Preparing drinks and cocktails during afternoon and evening shift.
● Working during night shift taking care of the hostel regarding some guest's requests or incidents and preparing the shift for next morning. Cleaning the bar and preparing the breakfast buffet.

Computer Technician at ARTYCO
February 2004 - September 2016
(Part-Time)

● Maintained, repaired and upgraded PCs and laptops for the company's employees.
● Built new computer equipment and purchased laptops ensuring they met user requirements.
● Maintenance of equipment including hardware upgrades to improve efficiency, keeping laptops up-to-date and internal components in good working order, identifying malfunctioning parts andensuring timely replacement.
● Periodic software maintenance including antivirus updates, dealing with malware and spyware, keeping browsers clean, backing up data,

and smart phone and email configuration.

Digital Marketing Executive at Tripda
January 2015 - May 2015
(Part-time)

- Manage all supply in the carpooling main route.
- Promotion of campaigns to attract new users, online and offline.

System Architect, Developer and Database Designer at INTA, National Institute of Nutrition, Chile, Santiago (Chile)
June 2014 - February 2015 (Part-time)

- Independently developed a new platform for the National Institute of Nutrition (INTA) to managepatient records for three areas; Nutrition, Medicine and Psychology.
- Liaised with customers to understand their requirements.
- Created the database model which involved developing modules with different functionalities and deciding on the best way to display the information.
- Updated the database based on new customer information.

Technical Support Engineer at Oracle Corporation July 2010 - February 2013

During this time, I lead a team that developed internal applications using Oracle Application Express (APEX). These applications are to track and control our job. Also to track the incidents and problems that affect to an important service in Support called "RapidSR Automation process". I have been very success with this role in my team.

- Responding to a high volume of service requests relating to hardware failure.
- Deliver outstanding customer support by working efficiently and identifying problems to provide solutions.
- Working as part of a team to share information and meet targets.
- Identifying further issues, proactively delivering solutions and escalating larger requests to ensure customer satisfaction.
- Incidents management and problems tracking based on ITIL standards.
- Trained new peers on processes and created presentations showing statistics for the tracked Service requests, drawing conclusions and predicting future trends.
- Service Requests Logging to keep control of the workflow and measure the workload of the team Auditing for internal processes improvement through audits, feedback and reports, Service Desk. Monitor to keep absolute control over the actions, changes, incidents and problems managed by the service desk, allowing also email weekly and daily reports.
- Assets reactivations through the ownership of one service request per activation, and interaction of 4 stakeholders, Customer, Customer Service area, Field Engineers and Service Desk Analyst.

House Attendant at Dover Downs Hotel & Casino
December 2008 - March 2009
(Full-time)

- In charge of making sure that all housekeepers of my floor get all the supplies they need.
- In charge of every request from the reception desk regarding the floor assigned.
- In charge of maintain clean the floors assigned daily.
  Also I work doing extra hours:
- Helping the Chefs in the Kitchen.
- Dishwasher.
- Cashier.
- Doorman.

Salesman Computer departament at Ripley April 2008 - December 2008

- Assist customers in a professional and friendly manner, identifying their needs.
- Perform the operations in the sales terminal according to established procedures (sales, cancellations, opening, partial withdrawals,
  savings, closure, etc.)
- Ensure the good presentation of the sales point according to the company standards.
- Coordinate with the Commercial Supervisor the code elaboration and price tags on products that do not have them, for their respective placement.
- Describe the merchandise and explain what it is used for, its operation and care to the customers.

Computer Technician at Rasol Forestry
April 2006 - December 2006

- Maintained, repaired and upgraded PCs and laptops for the company's employees.
- Built new computer equipment and purchased laptops ensuring they met user requirements.
- Maintenance of equipment including hardware upgrades to improve efficiency, keeping laptops up-to-date and internal components in good working order, identifying malfunctioning parts and ensuring timely replacement.
- Periodic software maintenance including antivirus updates, dealing with malware and spyware, keeping browsers clean, backing up data, and smart phone and email configuration.

Computer systems analyst at ALFATEC
August 2005 - September 2006

- Maintenance of the computer equipment.
- Software developer and maintenance of the company website.
- Computers repair services.