

Camilla Quirós Torres

Software Engineer | Cloud & Web Development | Bilingual (EN/ES)

🏠 San José, Costa Rica

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Professional Summary

Results-driven Software Engineer with hands-on experience in enterprise-level technical support, cloud computing, and full-stack development. Currently supporting IBM clients with Cognos Analytics, specializing in troubleshooting, server configuration, and performance optimization. Background includes AI/data analysis at IBM and managing Microsoft Premier escalations at Tek Experts. Strong interest in Azure infrastructure, automation, and modern web technologies. Bilingual communicator with a passion for operational excellence and continuous learning.

Professional Experience

IBM

Software Engineer (Cognos Analytics)

San José, Costa Rica | 2025 – Present

- Deliver L2 technical support for Cognos Analytics across cloud and on-prem environments.
- Diagnose and resolve server issues, SSL configurations, and reporting errors.
- Collaborate with global teams to escalate product defects and suggest improvements.
- Contribute to knowledge articles and internal tooling using Python and SQL.

Internship in Artificial Intelligence & Data Analysis

San José, Costa Rica | 2024

- Developed internal automation tools in Python (pandas, scikit-learn).
- Created visual reports to support internal product performance reviews.
- Presented analysis to IBM technical leadership and integrated feedback iteratively.

Tek Experts

Quality Analyst & Relationship Manager (Microsoft Support)

San José, Costa Rica | 2021 – 2023

- Managed escalations from Microsoft Premier/Unified enterprise customers.
- Tracked and improved support KPIs, leading to award-winning customer satisfaction.
- Delivered training across Microsoft 365 product areas and internal tools.
- Audited technical case handling and mentored team members.

Concentrix

Apple Customer Support Representative

San José, Costa Rica | 2021 – 2022

- Assisted LATAM and U.S. customers with orders, shipments, and AppleCare claims.
- Resolved escalated delivery and product issues while maintaining high satisfaction.

Education

Bachelor's Degree in Software Engineering – *CENFOTEC University* (In progress)

Bachelor's Degree in Business Administration – *University of Costa Rica* (2021 – 2023)

English Refinement Program – *Harrow House College, UK* (2018)

High School Diploma – *Saint Clare School* (2020)

Technical Skills

- **Technical Support & Troubleshooting:** L2 enterprise support (IBM Cognos Analytics), server and report debugging, customer success.
- **Programming Languages:** Python, Java, C++, C#, SQL, JavaScript, HTML, CSS, TypeScript.
- **Frameworks & Tools:** Spring Boot, ASP.NET, FastAPI, React, Angular, Node.js, Vite, Thymeleaf.
- **Data & BI:** Cognos Analytics, MySQL, SQL Server, MongoDB, DB2, data visualization.
- **Cloud & Security:** Basic knowledge of Microsoft Azure, Zero Trust model concepts, SSL troubleshooting.

- **Software & Platforms:** Git/GitHub, Docker, Visual Studio, VS Code, IntelliJ, CLion, Postman, Swagger, Figma.
- **Communication & Soft Skills:** Advanced English (C1), bilingual (Spanish native), client-facing support, public speaking, mentoring and training.
- **Certifications (in progress):** Microsoft Azure Fundamentals (AZ-900), Microsoft Security Fundamentals (SC-900).

REFERENCES

References available upon request.