



Cesar Alonso Morera Alpizar

Helpdesk Support Agent

Strong leadership, I am passionate about technologies with +8 years of IT experience mainly customer service, technology information and call center support

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TECHNICAL SKILLS

LAStore team	Excel Proficiency Intermediate	Networking Skills	CCNA networking knowledge
Salesforce Support	Data Loader, Reports, Technical assistance, salesforce basic resolution of problems	VLAcademy	Linux LPIC-1 Certification Exam
Platform Developer I	Customize and develop Salesforce applications		

WORK EXPERIENCE

Data Specialist 1

NearLinux

07/2022 - 09/2023

Achievements/Tasks

- Collaborate with customers, vendors, and internal teams to activate various services, including data and voice solutions. This involves configuring and provisioning equipment on different platforms for 90% of all orders.
- To Provide expert-level support for network equipment from renowned brands such as Juniper, Cisco, Fortinet, and Meraki. Troubleshoot and resolve technical issues related to these platforms.
- To Build, modify, and delete basic configurations scripts with Python and Ansible with network equipment and platforms during customer interactions, adhering to industry best practices and security standards.

Contact : Ricardo Mejia - 83222864

Salesforce Developer

DXC Technology

12/2021 - 07/2022

Achievements/Tasks

- Building Pages and Controllers in Visualforce
- Testing Salesforce with 80% customers before implementations
- Salesforce practical labs scenarios with visual studio code

Contact : Steve Zumbado - +506 72910887

Data Analyst 1

Info Tree Global (Temporary contract for 1 year)

12/2020 - 11/2021

San Jose, Costa Rica

Achievements/Tasks

- Automating salesforce processes with Knime tool
- Auditing and uploading excel documents with dataloader and inspector
- Salesforce testing with customers Surveys from 100% Brazilian supermarkets

Contact : Victor Lopez - +52 954 151 3073

WORK EXPERIENCE

Technologies Instructor

Udemy

11/2020 - Present

Remote

USA

Achievements/Tasks

- Create a complete English course for beginners Linux certification exam.
- Complete a video training bootcamp for student focus in the LPIC-1.
- Create a Portuguese bootcamp course from beginner to expert level (Currently in progress).

SOFT SKILLS

Empathy

Active Listening

Patience

Adaptability

Optimism and Enthusiasm

CERTIFICATES

CCNA Certification (01/2018 - 01/2021)

Networking CCNA v7 Skills

Microsoft Windows Server Technical Degree (01/2015 - 09/2015)

80 hours of practical labs for the certification exam: (70-410, 70-411, 70-412)

Salesforce developer (03/2022 - 03/2027)

This is designed to reflect current research and validate a candidate's proficiency in real world system administration.

Advanced Portuguese for businesses (02/2019 - 11/2019)

576 general hours, corresponding to 144 onsite hours and 432 of individual work

Windows SQL Server (DBA) (05/2019 - 12/2019)

Querying Data with Transact-SQL Examen 20761A and Developing SQL Databases Examen 20762A

LANGUAGES

English

Full Professional Proficiency

Portuguese

Full Professional Proficiency