

JOSE DANIEL RODRÍGUEZ SÁNCHEZ

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I'm dedicated to driving company growth and fostering a harmonious work environment, creating success and strong team bonds in my professional journey.

EXPERIENCE

NOVEMBER 2021 – UNTIL NOW

SOFTWARE L2 SUPPORT ENGINEER, IBM

In 2021, I started working as a L2 Support Engineer in IBM Aspera products. The primary goal of Aspera products is to maximize transfer speeds between nodes or servers, optimizing performance to match the capabilities of the hardware. The core product can be installed in file systems Linux, MacOS, Windows, and others.

During this time, I helped and did closed collaborations, shared knowledge, and building Lab environments with other L2 peers, L3 Team, Developer Team, and QA Team. Also creating and collaborating with the Documentation Team. And being a top Support Engineer.

Collaborate with SMEs, Developers and DevOps team to find solutions to problems reported by customers.

In 2023 and 2024, Mentoring several colleagues to learn about Aspera applications, and other technologies such as Linux and MySQL, and apps to connect to those systems.

AUGUST 2019 – AUGUST 2023

SENIOR DEVELOPER ENGINEER, DXC

In 2019, the first project was assigned to me to build a Yaml configuration file editor, by using Bootstrap, jQuery (AJAX) and HTML. The goal was about be able to edit a configuration file using a built-in website module using Perl CGI language.

In 2020, I worked on Operational Business Reporting and Analytics Team – for Insight Portal. Mainly as Back-End developer, scripting using Perl and Java language. On this project, was also used git and GitHub tools to version control.

The queries and the connections to databases was made by me. In this project, we need to connect to SQL Server databases, Athena (AWS), and PostgreSQL.

In 2021, I was assigned as a Software Developer in ServiceNow Partner Platform, which is platform that uses AngularJS and JavaScript, to build web sites where forms and automated jobs can be easily configure, the projects assigned to me during this time I modified automated Workflows, and I

modified Excel load files data by using a tool called Transform Map. Also did Collaboration with OSR Team (Optimized Software Request), which used Flexera products and Integration between ServiceNow by using Connect Now.

MARCH 2019 – JULY 2019

WEBSITE DEVELOPER, AS A FREELANCER

Developed a web site to a car painting workshop called Eco Painted Parts a small family company from USA, using Symfony3, PHP, twig, HTML, and jQuery languages. Database in MySQL.

This project was build using the framework symfony3, to provide an estimated cost for replacing car parts and painting by using a form and submit button. By filling the form and submitted, it should show up the total costs and the details (cost calculator). This project was built in MySQL database, the design of the database, the front-end and the back end was developed by me.

NOVEMBER 2018 – FEBRUARY 2019

CUSTOMER SUPPORT ENGINEER L2, TEK EXPERTS

Solving tickets related with Data Protector Product, a platform used for automation of backups (systems and applications) around the world for different companies.

This platform also uses Perl scripts to configure a backup. The application that can be backed up using this tool: databases (MySQL, SQL Server, Sybase, Oracle, etc.), applications (SharePoint, Outlook, Hyper-V, vSphere, etc.) and file systems (Linux, Unix, windows, etc.)

OCTOBER 2017 – NOVEMBER 2018

CUSTOMER SUPPORT ENGINEER, MICROFOCUS

Solving tickets related with Data Protector Product, a platform used for automation of backups (systems and applications) around the world for different companies.

This platform also uses Perl scripts to configure a backup. The application that can be backed up using this tool: databases (MySQL, SQL Server, Sybase, Oracle, etc.), applications (SharePoint, Outlook, Hyper-V, VM Sphere, etc.) and file systems (Linux, Unix, windows, etc.)

JANUARY 2014 – APRIL 2017

SOFTWARE DEVELOPER ENGINEER, ERICSSON

Dashboards Developments using digital forms (forms created using an application called Doforms) and synchronize this data with a MySQL database as a raw data and then be processed and present on a web site built using symfony3 framework.

Administrator of Linux servers, LAN's, and Juniper Firewalls.

Taking new request, upgrading, and developing web sites (inventory internal site) using Symfony2, PHP programming and Symfony3 framework. Mainly as a Front-End Developer.

APRIL 2011 – APRIL 2017

MANAGED SERVICES ENGINEER, ERICSSON

I was moved to Managed Services Department as Service Layer Engineer for O&M Ericsson (full time). Managed Platforms: EMM (Ericsson Multi Mediation), Watchdog and MPS (Mobil Positioning Server). During this time scripts in shell, Perl and PHP was developed to do automatic maintenance and checking some states of Windows/Unix/Linux servers and statistics to prevent future failures.

From 2011 to 2012

Project in Transfer Knowledge Project to ICE Kolbi a Telecom Company. Doing some trainings in sever nodes of a Mobile Network called OTA (Over the Air), DM (device manager), ADD (automatic device detection), EMA (Ericsson Multi Activation) and MIEP. Solving problems as first line support in the following systems: CGSN Cisco, DNS Cisco y SBC Acme.

From 2013 to 2014

Platforms attended in Ericsson for Project Claro CGSN Cisco, STP Tekelec, DNS Cisco and SBC Acme. During this time scripts in shell, PERL and PHP was developed to do automatic maintenance and checking some states of Windows/Unix/Linux servers and statistics to prevent future failures.

APRIL 2010 – MARCH 2011

TECHNICAL SUPPORT, ERICSSON

I started as an internship, and after six months getting formal contract with Front Office in Ericsson Costa Rica. Working on Front Office department Ericsson Costa Rica, San José, Tibás. Attending technical calls of ICE customer for GSM.

EDUCATION

CURRENTLY

ASSOCIATED DEGREE IN SYSTEMS ENGINEERING, UNED

WEB DEVELOPER CERTIFICATION, NEXTU

Project modules are available on my personal GitHub. Each module has his own Final Project. Pending last project in the last Module.

[FINAL PROJECTS LINK](#)

DECEMBER 2022

LINUX+ CERTIFICATION, COMPTIA

Certified CE

[COMPLETION CERTIFICATION](#)

JULY 2021

DATABASE CERTIFICATION, NEXTU

MySQL, PostgreSQL, and Mongo

[COMPLETION CERTIFICATION](#)

SEPTEMBER 2020

PYTHON CERTIFICATION, NETXU

FINAL PROJECT

JULY 2011

SOLARIS 10 OS, SOLARIS ACADEMY

- Course Solaris 10 Operating System Essentials.
- Course Solaris 10 Operating System Administration Part 1.

JANUARY 2010

ELECTRONIC ENGINEER BACHELOR'S DEGREE, ITCR (TECNOLOGICAL INSTITUTE OF COSTA RICA)

All the courses were finished in the degree, but final project is still pending.

JULY 2005

FREE PROGRAMS, ITCR (TECNOLOGICAL INSTITUTE OF COSTA RICA)

Verilog trainings.

SEPTEMBER 2003

ASSOCIATED DEGREE IN ELECTRONICS, FUNDATEC, ITCR

DECEMBER 2000

HIGHSCHOOL DEGREE, BILINGUAL HIGH SCHOOL SAN RAMON

KNOWLEDGE

C, C++, Assembler, Java, Verilog, MATLAB, Perl, Python, PHP, HTML, XML, KML, KMZ, JavaScript, jQuery (packages jQGrid, jQPlot, bootstrap, highChart), Google Map API, Shell Scripting (Bash and ksh), VBA Microsoft Excel, Ruby on Rails, Twig, annotation, MySQL, Oracle, Sybase, Git versioning (GitHub, GitHub Desktop, Git), MySQL, SQL Server, Markdown files for documentation (using Typora, GitHub, etc.), Athena DB from AWS, Redshift DB AWS, PostgreSQL, Google Sheet, BigQuery, Postman, Insomnia, cURL, MongoDB.

Microsoft Office, CPAN Perl, Ruby on rails, Symphony, Eclipse, Sim Card Explorer, Putty, SecureCRT, TeamViewer, Remote Desktop Connection, VNC (Server and Client), FileZilla, MySQL, dB Visualizer, DBeaver, Navicat, NetBeans, VMWare, Cisco VPN, Wireshark, GIMP, Tortoise Git, GitHub Platform, Jira Platform, Angular9, React.

LANGUAGES

- English – Advanced
- French – Basic
- Portuguese – Basic