



Daniel Cisneros.

Technical Support Specialist
Fullstack Developer.

Contacto:

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- [LinkedIn](#)
- [Portfolio GitHub](#)

Rutas finalizadas en Platzi.

- Programming fundamentals.
- Path Logical thinking.
- Route HTML and CSS in depth.
- In-depth Javascript Path.
- Path Backend with Python.
- Path Backend Development with Python and DJANGO.
- Route Server Administration.
- Path Computer Security.
- Frontend path with React.js.

Academic Profile.

Higher Studies:

Santiago Mariño Polytechnic
University Institute.
Systems Engineering.
Currently frozen semester.

Platzi:

Professional Education Institute of
Technology.
Currently studying Web
Development.

Professional Profile.

I am a technical support specialist with a strong background in web development and a special focus on IT security. My experience in solving technical problems and my deep knowledge in web application development and maintenance allows me to provide comprehensive and effective solutions. My passion for technology, combined with my ability to ensure the security of systems, makes me a valuable asset to development and security teams.

Featured Skills.

Front-end Development: I am proficient in JavaScript and can create interactive and engaging interfaces using libraries and frameworks such as React. My ability to troubleshoot design and styling issues ensures that applications are visually appealing and functional on all devices.

Back-end development: I have experience in Python with the FastAPI and Django frameworks, which allows me to understand and debug server-side code. I collaborate with development teams to improve the architecture and performance of applications, ensuring solid functionality.

Responsive Design: With skills in CSS, Bootstrap and Tailwind, I can optimize user interfaces for a consistent experience across platforms and screen sizes.

Technical Support: Excellent ability to identify and resolve technical issues in applications and systems. I use analytical and technical approaches to address challenges and provide quick and effective solutions.

Computer Security: My knowledge in computer security allows me to identify and address potential vulnerabilities in applications, implement best security practices and contribute to the protection against cyber threats.

Work Experience.

Alefer Systems, Projects and Engineering Engineer
November 2019 - October 2022

During my work at Alefer, as Specialized Technical Support for the client CAF (Development Bank of Latin America), I had the opportunity to participate in the design of technical solutions for clients, which allowed me to develop skills in the elaboration of detailed technical documentation and the delivery of customized solutions. In addition, my daily work included attending and resolving incidents, which allowed me to develop skills in problem solving and time management to ensure customer satisfaction.

I also documented the area's procedures to keep a clear and organized record of the activities performed and ensure consistency and quality of teamwork. Finally, I was also responsible for the implementation, installation and configuration of devices and equipment, which allowed me to develop technical skills in the management of tools and technologies in hardware and software.

Continued Work Experience.

Systems Engineer, MCO Global

May 2018 - August 2019

During my work experience at MCO Global as a technical customer support specialist CAF (Development Bank of Latin America), I have been responsible for providing technical assistance to customers, ensuring customer satisfaction at all times.

Among my main responsibilities were the participation in the design of technical solutions for clients, the elaboration of technical documentation and the detailed engineering delivery of the applied solutions. Likewise, I have been in charge of the attention, registration, monitoring and closure of incidents, ensuring the correct documentation of the procedures of the area according to the established standards.

In addition, I have been responsible for the implementation, installation and configuration of devices and equipment, ensuring their correct operation and the optimization of available resources.

Professional References.

Luis Zambrano.

Glufco Investment - FullStack Programmer.

0414 2287560

Pedro Salazar.

CAF - Systems Engineer.

0412 6120464