

David Coto Hernandez

System Engineer

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Skills

- SQL (SQL Server, MySQL)
- Excel (VLOOKUP, Conditional Formatting, Pivot Tables)
- Microsoft Power BI, Tableau
- HTML, CSS, JavaScript, Tailwind, Bootstrap, Responsive Design
- Python, Django, C#, ASP.Net
- Microsoft 365 (MS-900, MS-700, MS-102), Microsoft Teams Management, Azure Active Directory (Azure AD), Exchange Online, SharePoint Online

Freelance

Microsoft Teams

- Configured and managed Teams, channels, chat, apps, calling, meetings, and events.
- Managed operational aspects of Teams clients and devices for optimal functionality.
- Collaborated with networking, identity, licensing, and user adoption stakeholders.
- Configuration of services and implementation of Teams Phone and Teams Rooms scenarios for enhanced communication.
- Planned and executed governance, security, and compliance measures for Teams.

Microsoft 365 Cloud Services

- Managed user accounts, licenses, and permissions.
- Configured Exchange Online, SharePoint, OneDrive, and Teams.
- Monitored and optimized Microsoft 365 performance.
- Implemented security best practices.

Certifications

Microsoft

- | | |
|---|------------------|
| • Certified: Administrator Expert (MS-102) | <i>Oct 2023</i> |
| • Certified: Teams Administrator Associate (MS-700) | <i>Sep 2023</i> |
| • Certified: Fundamentals (MS-900) | <i>July 2023</i> |

Costumer service

Concentrix Costa Rica S.A — Collections Specialist *Oct 2021 — Apr 2023*

- Consistently demonstrated strong communication skills through daily inbound, outbound calls with customers, effectively understanding their account status, and discussing payment options and arrangements.
- Successfully managed and analyzed financial information related to past due balances in the Real Estate sector, requiring attention to detail and an analytical mindset.
- Executed quick and accurate financial transactions within a high-pressure environment, showcasing strong problem-solving abilities.

Education

Universidad Internacional de las Américas *May 2018 — May 2024*

Information Systems Engineering

Colegio Técnico Profesional de Mora *Feb 2015 — Nov 2017*

Middle Technician in Business Informatics

Projects

Data cleaning and Transformation — Analysis — Data visualization

- Proficient in data analytics, using SQL, Power BI, and Excel to collect and analyze datasets of supermarkets, restaurants, shops, personal bank statements, surveys. To provide valuable insights for making decisions.
- Developed strong problem-solving and analytical skills, demonstrating the ability to extract actionable insights from datasets.
- Applied data visualization techniques in Power BI to present findings, improving data accessibility and decision support.

Web Development

- Used HTML, CSS, and JavaScript to design and create my first Portfolio Web responsive, where I will be uploading my future projects and all related with me.
- Working with different API, Landing pages, Ecommerce, Blog Pages, websites for small businesses.
- Currently working with Python Django, where I'm designing a web application for a barber shop, where they can manage and schedule appointments, manage their employees, and sell their hair products.