David Coto Hernandez

System Engineer

San José, Costa Rica | 60140660 | dcotoh.14@gmail.com | PortfolioWeb | LinkedIn

Skills _____

- **SQL (SQL Server, MySQL, SQLite)**
- **Excel (VLOOKUP, Conditional Formatting, Pivot Tables)**
- **Microsoft Power BI, Tableau**
- **HTML, CSS, JavaScript, Astro, Tailwind, 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**

Certifications _____

Microsoft

- Certified: Administrator Expert (MS-102)   *Oct 2023*
- Certified: Teams Administrator Associate (MS-700)   *Sep 2023*
- Certified: Fundamentals (MS-900)   *July 2023*

Experience _____

National Bank of Costa Rica — Network and Communications Analyst   *Jan 2024 — Present*

- Utilize terminal commands for network configuration, monitoring, and troubleshooting to ensure uninterrupted network availability 24/7.
- Telecommunications Support: Provided technical support for telecommunications systems, ensuring seamless connectivity for end-users.
- Design, implement, and maintain network infrastructure to ensure efficient and secure communication across the organization.
- Configure Cisco phones, Webex, and phone extensions to facilitate seamless communication for employees.
- Perform router and switch configuration and troubleshooting to optimize network performance and resolve connectivity issues.
- Manage access control and network permissions, granting specific privileges as needed for users and applications.
- Implemented proactive maintenance schedules for routers and switches, reducing hardware failures and minimizing service disruptions by 25%.
- Maintained network availability at 95% uptime, ensuring continuous access to critical resources and services for employees and clients.
- Streamlined IP address management processes, improving efficiency and accuracy in IP allocation for new devices and subnetworks.
- Maintain and update physical and logical information for all offices, ensuring accurate documentation of network infrastructure and configurations.

Led migration project from Cisco Webex to Microsoft Teams Phone within the IT department, ensuring seamless transition and improved communication efficiency.

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.

- Developed the ability to work with data in a real-world context, enhancing my skills in data collection, organization, and interpretation.

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 API, Landing pages, Ecommerce, Blog Pages.