

David Coto Hernandez

System Engineer

San José, Costa Rica | 60140660 | dcotoh.14@gmail.com | [linkedin](#)

About Me

Analytics Python | SQL | Power BI | Excel
Web HTML | CSS | Tailwind | JavaScript
Languages Spanish – Native | English - B2

Experience

- Concentrix Costa Rica S.A**

Heredia, Costa Rica

Collections Specialist

Oct. 2021 – Apr.2023

 - Daily inbound and outbound calls with customers understanding their account status and payment options.
 - Responsible for bringing guidelines related to past due balances on Real State.
 - Provided excellent customer service while executing quick transactions with accuracy in a stressful environment.
- Coto Y Asociados**

San José, Costa Rica

Legal Assistant

May 2018 – Oct.2019

 - Communicated with clients and other parties to gather information, coordinate activities scheduled appointments and managed calendars.
 - Analyzed and interpreted legal documents and relevant regulations.

Certifications

- Microsoft**
 - Microsoft 365 Certified: Teams Administrator Associate (MS-700)
 - Microsoft 365 Certified: Fundamentals (MS-900) **Cisco**
 - It Essentials **Fortinet**
 - Network Security Expert Certification NSE 1

Education

- Universidad Internacional de las Américas**

San José, Costa Rica

Information Systems Engineering

May 2018 – December 2023
- Colegio Técnico Profesional de Mora**

San José, Costa Rica

Middle Technician in Business Informatics

February 2015 – November 2017