

# David Coto Hernandez

## System Engineer

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### 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.

#### 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

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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

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### 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.