

David Coto Hernandez

System Engineer

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

About Me

Analytics Python | SQL | Power BI | Excel
Web HTML | CSS | 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 Fundamentals (MS-900)
- Microsoft 365 Certified: Teams Administrator Associate (MS-700)

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*