

# David Coto Hernandez

## System Engineer

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

### About Me

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<b>Analytics</b>	Python   SQL   Power BI   Excel
<b>Web</b>	HTML   CSS   JavaScript
<b>Languages</b>	Spanish – Native   English - B2

### Experience

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<b>Concentrix Costa Rica S.A</b>	<i>Heredia, Costa Rica</i>
Collections Specialist	<i>Oct. 2021 – Apr.2023</i>
<ul style="list-style-type: none"><li>Daily inbound and outbound calls with customers understanding their account status and payment options.</li><li>Responsible for bringing guidelines related to past due balances on Real State.</li><li>Provided excellent customer service while executing quick transactions with accuracy in a stressful environment.</li></ul>	
<b>Coto Y Asociados</b>	<i>San José, Costa Rica</i>
Legal Assistant	<i>May 2018 – Oct.2019</i>
<ul style="list-style-type: none"><li>Communicated with clients and other parties to gather information, coordinate activities scheduled appointments and managed calendars.</li><li>Analyzed and interpreted legal documents and relevant regulations.</li></ul>	

### Certifications

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<b>Microsoft</b>
<ul style="list-style-type: none"><li>Microsoft 365 Certified: Teams Administrator Associate (MS-700)</li><li>Microsoft 365 Certified: Fundamentals (MS-900)</li></ul>
<b>Cisco</b>
<ul style="list-style-type: none"><li>It Essentials</li></ul>
<b>Fortinet</b>
<ul style="list-style-type: none"><li>Network Security Expert Certification NSE 1</li></ul>

### Education

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<b>Universidad Internacional de las Américas</b>	<i>San José, Costa Rica</i>
Information Systems Engineering	<i>May 2018 – December 2023</i>
<b>Colegio Técnico Profesional de Mora</b>	<i>San José, Costa Rica</i>
Middle Technician in Business Informatics	<i>February 2015 – November 2017</i>