David Coto Hernandez

in [LinkedIn](#) | 📱 60140660 | ✉ dcotoh.14@gmail.com

Skills

- Microsoft 365 Technologies | Microsoft Teams management, Teams Phone | Microsoft tenants' management | Cloud Computing
- Python | Java | MSSQL | NoSQL | Excel | Microsoft Power BI | JavaScript | React | HTML | CSS | Git | Frontend
- Customer Service Support | English, Spanish – *Both professional proficiency*

Certifications

- **CERTIFIED:** Administrator Expert (MS-102)   **(10/2023)**
- **CERTIFIED:** Teams Administrator Associate (MS-700)   **(09/2023)**
- **CERTIFIED:** Fundamentals (MS-900)   **(07/2023)**

Experience

Network and Telecommunications Engineer   [National Bank of Costa Rica](#)   **01/2024 - Current**

- **Collaborative Network Management**, manage routers, switches, and Access Points (APs) across all offices and ATMs nationwide. Diagnose and resolve complex network issues, ensuring uninterrupted service and reliable performance.
- **Led Microsoft Teams Phone System Migration**, as a Teams Admin, Spearheaded the migration of 150 department members to the Microsoft Teams phone system using PowerShell and the Teams portal. Executed a seamless transition with meticulous planning and minimal disruption and configuring their phone extensions.
- **Data Center Router Maintenance**, Led off-hours maintenance for the bank's three data center routers, handling backups, rollbacks, and configuration logs while ensuring system stability through real-time troubleshooting.
- **Network Traffic Monitoring**, perform detailed network traffic captures and analysis to diagnose and resolve connectivity issues, maintaining high performance and reliability for essential banking services.
- **Office and ATM Maintenance**, coordinated with the team for semi-annual maintenance of all bank offices and ATMs. Managed diagnostics and ensured operational continuity before and after maintenance activities.
- **Internal IT Support**, to employees, addressing IT and network-related issues promptly to minimize operational disruptions.
- **Comprehensive Communication System Management**, configure and manage everything related with Cisco Call Manager (route/hunt lists, Sip Trunks, extensions, physical phones…) to enhance communication efficiency and reliability, supporting the organization's diverse communication needs.
- **Security and Access Control**, implementing and managing security measures, including monitoring internet access, administer access lists for employee computers, network resources, ensuring secure and authorized access throughout the organization to detect and block suspicious activities, safeguarding the network from potential threats.

Collections Specialist   [Concentrix Costa Rica S.A](#)   **10/2021 - 04/2023**

- 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

Bachelor   **Universidad Internacional de las Américas**   **05/2018 - 05/2025**

- Major in Systems Engineering

School   **Colegio Técnico Profesional de Mora**   **02/2015 - 11/2017**

- Technical Diploma in Business Informatics