Diego Alonso Naranjo Meza

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Summary

I'm a Systems Engineering student and Support Engineer passionate about solving complex technical challenges and building impactful software solutions. Currently, I support Premier Microsoft clients at Tek Experts with **Azure DevOps, CI/CD optimization, Git management, and Agile practices**, ensuring their workflows are efficient and reliable.

Beyond my professional role, I've developed projects such as a **restaurant review platform** and a **financial management app**, applying technologies like **.NET Core, React, Next.js, SQL Server, Node.js, and Azure**. I'm eager to keep learning, growing, and collaborating in environments where innovation, teamwork, and continuous improvement drive success.

WORK EXPERIENCE

Tek Experts   **Jun. 2024– Present**
Azure DevOps Technical Support Engineer   *San Pedro, San José, Costa Rica*

During this role, I supported Premier Microsoft clients using Azure DevOps, making sure their environment and workflow was correct and efficient through direct technical assistance.

My core responsibilities were:
- Optimize CI/CD pipelines and resolved deployment issues across multi-environment setups
- Managed Git repositories with branch protection, versioning, and integrations wiht other services
- Guided clients on Agile practices using Azure Boards (SCRUM, Kanban, sprints)
- Build customer scenarios with Azure, implementing resources like App Services, Storage Accounts, Databases and Microsoft Entra ID

Lafise Group   **Oct. 2022– Nov. 2022**
Front-End Intern   *San Pedro, San José, Costa Rica*

While on my internship, I was responsible for developing React components to streamline and accelerate the web development process. With these components, I was able to create landing pages for the company, increasing the interactivity from the potential and current clients with the company.

Here, I was part of an international team with engineers from Costa Rica and Nicaragua, strengthening my teamwork and assertive communication skills.

The technologies used during my internship were: React, Next JS, AWS, SASS, Bootstrap, Git and SCRUM

PROJECTS

TicoBites   **Currently Developing**
- Designed and developed a mobile application that enables users to review restaurants, create and share curated lists, follow other food enthusiasts, and explore dining options using filters such as cuisine, location, and ratings. Implemented features like profile customization, favorites, achievements, and calendar integration to enhance user engagement.
- Technologies used: .NET core, Flutter, SQL Server, Github, Github Actions, Claude Sonnet 4, Azure App Services

Cash Controller   **2024**
- A user-friendly financial management application enabling users to efficiently track and analyze their income and expenses. Features interactive graphics, expenditure categories and financial insights.
- Technologies used: Node JS, Express, Next JS, MySQL, Bootstrap, CSS, MVC pattern

EDUCATION

Fidelitas University   **2023 - Present**
Computer Science - Computer Systems Engineering   *San Pedro, San José, Costa Rica*

As a student, I've been learning robust research capabilities, critical thinking, logical problem solving, good development practices like SOLID and development patterns like MVC, multi-layered design and client-server through REST APIs.

Also, through my own research, I've learned different technologies that complement Software Development like React, Azure Cloud, DevOps, GitHub Actions and agentic AI.

Some of the more important courses taken were the following:

- Web Applications and Patterns Development (Java, SpringBoot, HTML, SQL and MVC)
- Relational Databases Design Fundamentals (SQL Databases best practices)
- Data Structures
- Database Languages (Oracle Database)
- No SQL Databases (Mongo DB)
- Mobile Development (Flutter/FlutterFlow)
- Web Programming and Advanced Web Programming (.NET core, .NET Framework and SQL Server)

CERTIFICATIONS & SKILLS

- **Certifications:** AWS Educate Introduction to Cloud 101, *Git y GitHub: repositorio, commit y versiones,* Angular - The Complete Guide

- **Skills:**
  - **Technical Skills:** CI/CD, Azure, DevOps (Pipelines, Boards, Repos), Git, Scrum, React, Next JS, JavaScript, SQL (SQL Server,Oracle, MySQL), .NET core, Flutter, Rest API, MVC
  - **Soft Skills:** Critical Thinking, Assertive Communication, Teamwork, Deep Research