Dylan Mora Acuña

Computer Systems Engineer

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🌐 dmoraac.github.io/MyWebSite/index.html   in linkedin.com/in/dylanmoraa

Systems Engineer graduated from Universidad Fidélitas, with approximately 8 years of experience in the Electronic Security field. This career path has allowed me to strengthen key skills such as assertive communication, team leadership, attention to detail, project and vendor management, working under pressure, and problem-solving. I have strong knowledge in Technical Support, as well as web and software development. I consider myself a proactive individual, focused on continuous improvement and the constant learning of new technologies and methodologies. Currently, I am deepening my knowledge in Process Automation and Information Security, with the goal of continuing to grow professionally and contribute value in dynamic technological environments.

Education

Jan 2023 - May 2023

Specialization in Cybersecurity
Fidélitas University, San José, CR.

Dec 2022 - Apr 2023

Specialization in Cybersecurity Analyst
Coursera - IBM, online

Jan 2011 - Jun 2017

Computer Systems Engineering
Fidélitas University, San José, CR.

Work Experience:

Apr 2024 - Present

IT Support Engineer
Tech Mahindra Allyis, San José, CR
Responsible for providing support and resolving incidents, performing installations and configurations of equipment and devices, offering end-user support and training, conducting preventive and corrective maintenance, managing network infrastructure, handling technical documentation, and implementing new technologies.

Jul 2019 - Dec 2022

Electronic Security Coordinator
BAC Credomatic, San José, CR.
Personnel management, operations supervision, incident management, system maintenance, report preparation, inventory and supplier management, compliance with regulations and policies, auditing, and evaluation of staff metrics, among other responsibilities.

Sep 2017 - Jul 2019

Electronic Security Analyst
ABC Monitoreo - K9 Internacional
Coordination of response to incidents or emergencies, verification and enforcement of protocols, basic system maintenance, handling reports and documentation, attention to detail, and ability to work under pressure. CCTV monitoring and alarm system management. Customer service-oriented, providing a quality experience.

Dec 2015 - Sep 2017

Electronic Security Analyst
CSE Seguridad, Banco Nacional de CR.
Coordination of response to incidents or emergencies, verification and enforcement of protocols, basic system maintenance, handling reports and documentation, attention to detail, and ability to work under pressure. CCTV monitoring and alarm system management. Customer service-oriented, providing a quality experience.

Languages

Spanish (native)

English (Intermediate)

Technical Skills

HTML5 / CSS3 (Advanced)

JavaScript / Bootstrap (Intermediate)

C# .Net (Intermediate)

Node.js / Express.js / React.js (Basic)

Python (Basic)

SQL Server (Intermediate)

MySQL Server (Intermediate)

Oracle SQL Developer (Intermediate)

RPA Power Plataforms (Basic)

PHP (Basic)

git / GitHub (Intermediate)

Knowledge in:

- ■ Forensic Computing
- ■ Ethical Hacking
- ■ Cryptography
- ■ COBIT
- ■ ISO 27000/22301
- ■ ITIL

Achievements

- Project management for the migration of operating systems from Win7 to Win10 on servers and electronic security equipment distributed nationwide across bank branches and service points, covering a total of 160 devices (100%) – BAC Credomatic.
- Project management in collaboration with vendors for the migration and virtualization of high-availability servers for banking operations related to security vault management – BAC Credomatic.
- Participation in the migration to the next generation of ATMs located throughout the country – BAC Credomatic.
- Digitization of the Monitoring Center's telephone exchange, migrating physical systems and equipment to software for call handling through CISCO systems.

Improving knowledge in::

■ **SCRUM Master and Product Owner**

■ **Power Automate para RPA**

■ **Project Management**