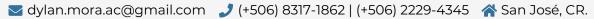
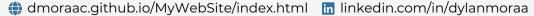
Dylan Mora Acuña

Computer Systems Engineer







Education

Jan 2023 - May 2023

Dec 2022 - Apr 2023

Jan 2011 - Jun 2017

Work Experience:

Apr 2024 - Present

Jul 2019 - Dec 2022

Sep 2017 - Jul 2019

Dec 2015 - Sep 2017

Specialization in Cybersecurity Fidélitas University, San José, CR.

Specialization in Cybersecurity Analyst Coursera - IBM, online

 Computer Systems Engineering Fidélitas University, San José, CR.

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 enduser support and training, conducting preventive and corrective maintenance, managing network infrastructure, handling technical documentation, and implementing new technologies.

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.

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.

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
	Python (Basic)	(Basic)
	MySQL Server (Intermediate)	SQL Server (Intermediate)
	RPA Power Plataforms (Basic)	Oracle SQL Developer (Intermediate)
	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 accustor. 	

Improving knowledge in::

SCRUM Master and Product Owner

throughout the country – BAC Credomatic.

• Digitization of the Monitoring Center's telephone exchange, migrating physical systems and equipment to software for call handling through

Power Automate para RPA

CISCO systems.

Project Management