

# Edwin Leon Herrera

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## Work history

### Tiims Revolution

*Fullstack Developer*

*Heredia, Costa Rica*

*12/2021 – Present*

- Developed comprehensive documentation to ensure accessibility and maintainability of software applications, fostering effective communication and knowledge transfer among team members and stakeholders.
- Conducted thorough testing and debugging to ensure the reliability and functionality of applications, implementing custom solutions and optimizations as necessary.
- Participated in large teams of developers utilizing GitHub for version control, GitHub Actions for CI/CD, testing pipelines, and peer reviews, ensuring efficient collaboration and code quality.
- Developed web applications from inception to deployment using Node.js, React, and Vite, integrating GraphQL and REST APIs to deliver comprehensive solutions.
- Facilitated the creation of complete applications from scratch, leveraging expertise in JavaScript, TypeScript, React.js, Node.js, and other technologies to meet project requirements.
- Develop and maintain React applications integrated within existing .NET web applications, contributing to digital transformation efforts.

### Fujitsu GDC Costa Rica

*Help Desk Agent*

*Heredia, Costa Rica*

*08/2021 – 05/2022*

- Act as the first point of contact for users, managing routine and non-routine incidents, problems, and service requests.
- Provide 1st line technical support in a Windows™ environment, including support for Microsoft® Office applications and basic networking.
- Communicate clearly and effectively with customers to resolve issues, ensuring high levels of satisfaction and service quality.
- Maintain documentation of issues and solutions to build knowledge base and contribute to process improvement.
- Collaborate with internal teams to ensure effective resolution of incidents and adherence to business continuity processes.
- Utilize strong interpersonal and problem-solving skills to ensure prompt resolution and excellent customer service.

### Datasys Group S.A

*NOC Agent*

*Heredia, Costa Rica*

*10/2018 – 09/2021*

- Real-time monitoring of critical network infrastructure to keep customer services always up and running.
- Reporting alerts detected in the client's infrastructure/devices, providing the necessary information, informing the required teams, and always complying with the SLAs
- Preparation of monthly reports detailing, analyzing, and providing the client with possible improvements regarding all events monitored during the month.
- Update network devices software to fix bugs and have the latest security patches and performance improvements (Routers, Switches, Firewall, etc.)
- Manage customer network traffic (website permissions, network permissions, user permissions, etc.)
- Certifications and courses in networking and security areas from brands such as Cisco, Fortinet and Palo Alto.

# Education

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Universidad Americana

Heredia, Costa Rica

Bachelor's degree in Systems Engineering

09/2018 – 12/2024

- Relevant coursework: Data structures and algorithms, Object-Oriented Programming, Database Systems, Computer networking, Software Engineering, Project Management, Systems Architecture, Business Intelligence, Research and Communication, Agile Methodologies.
- Collaborated with teams of 3-6 students to develop high-quality software deliverables, utilizing effective communication and collaboration to achieve project goals and meet deadlines.
- Conducted code reviews and provided constructive feedback to team members to improve code quality and maintainability.
- CCNA courses, networking courses and practice laboratories.

## Additional

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**Technical Skills:** JavaScript, TypeScript, Redux, Jest, Vite, HTML, CSS, React.js, Node.js, PLSQL, GIT, C#, .NET, GraphQL, Python, Java, PHP, Figma, ExpressJS, REST, Next.js, Strapi, Contentful, Docket, Routing, Switching, PRTG.

**Languages:** Upper Intermediate in English (B2), Native proficiency in Spanish.