

# Emanuel Bolaños Orozco

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## Professional profile

Computer Systems Engineering graduate (2025) and ISTQB Certified Tester (CTFL v4.0) with experience supporting real operational needs through a desktop scheduling system used daily to manage around 20–30 patient appointments. I'm detail-oriented, organized, and focused on delivering reliable results, with a strong interest in quality assurance, continuous improvement, and building practical solutions that help users work more efficiently.

## Experience

### Clínica Eliecer Vásquez

Mar 2025 - Aug 2025

#### *University Internship - Desktop Scheduling Application Developer*

- Developed a desktop virtual agenda to manage physiotherapy appointments and patient data (PHP/Java + HTML/CSS).
- Integrated SQL database connectivity for consistent storage and retrieval of appointment information.
- Maintained and enhanced the application based on clinic feedback and operational needs.

#### Achievements:

- Operational adoption:** Used regularly to schedule ~20-30 patients/day, streamlining the process and reducing manual errors.

### Hospital San Francisco de Asís

Aug 2019 - Dec 2019

#### *High School Internship - IT Support*

- Provided technical support to internal users and performed preventive/corrective maintenance for PCs and printers.
- Assisted with OS installation and configuration of basic applications.

### Viajes Excalibur

Jan 2021 - Aug 2025

#### *Sales Agent (Customer Service & Operations)*

- Coordinated travel logistics and ensured accurate documentation, maintaining clear communication with clients.
- Designed basic promotional materials and supported administrative processes (visa/migration requirements).

## Projects

### Virtual Agenda (Desktop) for Physiotherapy Clinic | PHP, Java, SQL, HTML/CSS

- Scheduling solution adopted for daily operations, supporting ~20-30 appointments/day and reducing manual workload and human error.

### Web Development Practice | HTML, CSS, JavaScript

- Built simple websites to practice responsive layouts, forms, navigation components, and basic interactivity.

### QA Practice - Test Case Design & Execution | ISTQB-aligned practice

- Created and executed functional test cases on public demo websites, covering positive/negative scenarios and exploratory checks.

## Technical skills

**Technologies / Tools:** Microsoft Office (Word/Excel/PowerPoint), Power BI

**Programming Languages:** Java, PHP, Python (basic), JavaScript (basic)

**Web:** HTML, CSS

**Databases:** SQL

**Testing:** ISTQB CTFL fundamentals, test case design and execution

**Cloud:** Microsoft Azure fundamentals

## **Education**

**Bachelor of Science in Computer Systems Engineering**

Universidad Latina de Costa Rica | 2025

**Technical Diploma in Business Informatics**

C.T.P Santa Eulalia | 2019

**High School Diploma**

C.T.P Santa Eulalia | 2019

## **Languages**

Spanish - Native

English - Upper-Intermediate (B2+)

## **Certifications**

**ISTQB Certified Tester - Foundation Level (CTFL) v4.0**

(iSQI)

2025

**Intermediate Power BI Certificate**

2023

**Michigan English Test Certificate**

2024

**LibreOffice Certificate**

2019