EDGAR
BONILLA G.

UX/UI Designer - Front-End Developer

CONTACT

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(506) 8373-1111
erbonilla@outlook.com

SKILLS

- Bilingual English & Spanish
- Proficient technical support
- Team player
- Customer centric
- Ownership
- Collaborative
- Professionalism

EXPERIENCE

2021-2024
Kyndryl - Current
Senior Technical Support Specialist

2020-2021
IBM
Technical Support Specialist

2019-2020
Amazon LLC
Supervisor Resolution Specialist - VCS
CNS Heavy Bulky - Services Associate
Virtual Customer Service Associate

2005-2013
HP - Hewlett Packard
Server-Storage Technical Support Engineer

2004-2005
AT&T - Sykes
Internet Technical Support Services

1991-2005
Triathlon & Swimming Coach
Triahlon & Swimming Team - San Carlos

ADDITIONAL SKILLS

- Bilingual English & Spanish
- User Experience (UX)
- User Interface (UI)
- Interaction Design (IxD)
- Customer Centered (CX)
- Human-Centered Design (HCD)
- Enterprise Design Thinking
- Critical Thinking
- Agile Foundational
- Atomic Design
- Problem Solving
- Artificial Intelligent
- CISCO CCNA
- Cybersecurity
- Windows / MacOS
- Adobe Photoshop / Illustrator
- Microsoft Office 365
- iOS / Android

EDUCATIONAL

Front-End Developer HTML, CSS, Javascript, React
Oracle ONE Next Education - Alura Latam - Brasil

Beginner in Programming - HTML, CSS, Javascript
Oracle ONE Next Education - Alura Latam - Brasil

Adobe Creative Cloud: Photoshop, Illustrator
Linkedin Learning
Instituto Nacional de Aprendizaje

Google UX Design Professional
Issued by Google Career Certificate - Coursera

UX/UI Design Professional
Graphic Design Fundamentals
Graphic Design and Technology
Issued by Accenture Foundation - Spain

Enterprise Design Thinking
(Team for AI / Co-Creator / Partitioner)
User Experience Design Fundamentals
Web Development Fundamentals
Working in a Digital World: Professional Skills
Agile Explorer
Explore Emerging Tech
IBM SkillsBuild

Bachelor's Degree in Advertising Design
Universidad de las Ciencias y las Artes de Costa Rica

Cisco CCNA 200-301 v7 - 3 Modules
IT Essentials
Cisco Networking Academy
Instituto Nacional de Aprendizaje

Cybersecurity Essentials
Universidad de la Cuidad de Buenos Aires

Microsoft Azure Fundamentals AZ-900
Microsoft - Instituto Nacional de Aprendizaje