Emanuel Rojas Aguero

⚲ 20108 Alajuela, Costa Rica ✉ eroaguero01@gmail.com

📞 +(506)-8866-7456 in emanuel-rojas

⚙ erojasag ↖ emanuelrojas.com

🪪 PROFILE

An empathetic customer service representative with six years of industry knowledge wants to bring that job experience to software development.

💼 PROFESSIONAL EXPERIENCE

10/2018 – present	**Senior Customer Service Analyst**	San Jose, Costa Rica

Wind River Systems Costa Rica ↗
Experience working with Linux technologies, scripting, salesforce CRM management, and Flexera licensing software.
My role is to help our customers solve their issues and answer questions regarding the environment setup they need to work with our products.

Also, I have developed internal applications that automatize processes to ensure our customer's satisfaction.

10/2016 – 09/2019	**Operations Supervisor**	San Jose, San Jose

Teleperformance Costa Rica
Manage a team on the company metrics to help them achieve, maintain, and overcome the team performance on considerations of a customer satisfaction rate.

🧠 SKILLS

Front-End Development (*JS, CSS, React*), **Back-End Development** (*C#, NodeJS, SQL(MSSQL, OracleSQL), NoSQL(MongoDB)*), **Docker**, **BASH**, **Python**, **C/C++**

📜 CERTIFICATIONS

- SCRUM Fundamentals ↗
- Cisco CCNA

🎓 EDUCATION

11/2020 – 08/2023	**Bachelor in Systems Engineering**	Heredia, Costa Rica

Fidelitas University
Knowledge of different programming languages, Database languages, SCRUM, and agile methodologies.