

## **ERICK MAURICIO VARGAS LEIVA**

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Phone: 8719 0591

### **PROFESSIONAL PROFILE**

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Software Development Engineering student with solid experience in customer service and outstanding communication skills. Capable of quickly learning new technology tools and providing functional support to users. Interested in applying technical knowledge and proactive attitude in technical support, system implementation and requirement handling areas.

### **EDUCATION**

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#### **Bachelor's Degree in Software Development Engineering**

Universidad Fidélitas | 2023 – Present.

#### **Relevant courses:**

Fundamentals of Data Systems.

Requirement Engineering.

Concurrent Client/Server Programming.

Web Client/Server Environment.

#### **Accounting Technician**

Universidad de Costa Rica | 2024 – Present.

### **WORK EXPERIENCE**

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#### **Customer Service Advisor**

RyM Marketing and Publicity LTDA | 2023 – 2025

- Handling customer inquiries via phone, e-mail and messaging systems.
- Tracking and documenting requirements using internal CRM systems.
- Coordinating with technical teams to resolve issues.
- Recognized for maintaining high standards of customer service.

#### **Treasury assistant**

Corporación de supermercados unidos SRL | 2022 – 2023

- Responsible for processing large volume deposits, efficient cash flow management, handling and filling of accounting paperwork and maintaining accounting records.
- Supervision of shift personnel and documentation management.

## **ADDITIONAL TRAINING**

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Conversational English Course Level 6.

Microsoft Office Suite.

Scrum Fundamentals Certified.

## **TECHNICAL SKILLS**

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Basic SQL.

Functional Support (end-user).

Proficiency in office tools and CRM systems.

Basic knowledge of networks and servers.

Software installation and equipment configuration.