

Lanford Gabriel Murillo

Software Support Specialist/Developer

Passionate about life and technology, always striving to give the best of myself at any time and place.



holtlanf999@gmail.com

83168552

Heredia, Costa Rica

linkedin.com/in/lanford-gabriel-murillo

twitter.com/holtlanf999

github.com/holtlanf999

WORKING EXPERIENCE

Software Support Specialist Level III Micro Focus (Formerly HPE Software)

11/2016 – 11/2018

Heredia, Costa Rica

Micro Focus International plc is a multinational software and information technology business.

Achievements/Tasks

- Level III Software Specialist in charge of delivering high end customer support through emails, calls or remote sessions, always in line with the company guidelines and metrics.
- Customer satisfaction top 3 for 9 months in a row.
- Coordination of training and creation of knowledge documents used to help solve further cases.

Contact: Jared Kennedy –

Phone: +732 610 9121 Email: jared.kennedy925@gmail.com

Full Stack Web Developer Mobile33

02/2016 – 10/2016

San José, Costa Rica

SMS suscription content delivery company located in Costa Rica

Achievements/Tasks

- Creation of landing pages, interactive portals, content delivery web pages and web service endpoints.
- Optimization of nearly a 40% on the page loading speeds by changing the php logic, javascript files loading methods and CSS stylesheets minification which translates in a better user experience.
- Increase of productivity and compatibility of the whole web platform with new technologies by changing the web service interface from old SOAP web services to new REST API's.

Contact: Fernando Rodriguez –

Phone: +506 8810 2299 Email: fernando.crodriguez@gmail.com

Team Leader Ingram Micro Mobility (Former BrightPoint)

01/2013 – 03/2014

Lindora, Costa Rica

Ingram Micro is an American distributor of information technology products. The company ranked 64th in the 2016 Fortune 500.

Achievements/Tasks

- Monitoring team production numbers, quality control, ensuring compliance with quality standards and 5's.
- Improvement of the production numbers by implementing faster assembly and disassembly processes through custom made training guides.
- Implementation of a quality assurance process which decrease by 30% the number of parts that were sent to materials area in bad shape.

SKILLS

Linux

Windows

SQL

Customer Support

Troubleshooting

Log Analysis

Team Work

SOAP

REST

LDAP

Active Directory

JAVA

Python

JavaScript

PHP

CSS

HTML

AngularJS

NodeJS

MongoDB

Docker

XML

JSON

Training

LANGUAGES

Spanish (Native)



English (Fluent)



INTERESTS

Technology

Programming

PC Hardware

Music

Data Science

Programming trends

Cars

Gaming

AI

EDUCATION

Computer Science Bachelor's Degree

Universidad Fidélitas

2017 – Present

Heredia, Costa Rica

Courses

- Technical Fundamentals.
- Networking.
- Databases.
- Operative Systems.
- System Analysis.
- Programming Introduction.
- Software Documentation.
- Programming Paradigms.
- Data Structures.
- System Audits.

Web Design and Development Technician

CETAV (Centro de Tecnología y Artes Visuales)

2014 – 2015

San José, Costa Rica

Courses

- Programming Fundamentals.
- CSS.
- Data Bases.
- Web Design layouts.
- Conversational English.
- HTML.
- JavaScript.
- User Experience (UX).
- Color Theory.
- Entrepreneurship.

Electronics Technician with Telecom Emphasys

Colegio Técnico Profesional de San Sebastian

2010 – 2012

San José, Costa Rica

Courses

- Analog Electronics Fundamentals.
- Advanced Analog Electronics.
- Telecoms.
- Electricity.
- PLC's and Microcontrollers.
- Digital Electronics Fundamentals.
- Advanced Digital Electronics.
- Networking.
- Electronics fundamentals.
- Computer Support Basics.