

Hi, I'm Jake Fernandez.



Professional Summary

Hardworking and reliable web development focused on going above and beyond to support team and serve customers. Trained in developing and providing support and offering top-notch customer health-care and problem solution abilities. Motivated to continue to learn and grow as web development professional.

Provide an excellent work environment and create solid relationship with the team and company.

Contact

📞 86729738

✉ jake.fernandezbrizuela@outlook.com

📍 San Jose, Costa Rica

Experience

○ CUSTOMER SUPPORT EXPERT ANALYST Aug 2022 - Current

Amadeus, San Jose, Costa Rica

- Analyze cases reported by customers on API application queries and errors present.
- Assist via email inquiries and provide possible solutions to bugs presented in different products.
- Investigate the possible reason for an error in the Amadeus internal system, using different tools.
- Knowledge of own language of the Amadeus system and the behavior between the client and the APIs and servers.
- Reviewed urgent and critical incidents for service quality against standards.

○ IT DEPARTMENT TECHNICAL SUPPORT Apr 2021 - Aug 2022

Amadeus, San Jose, Costa Rica

- Carry out the administration of the technology team.
- Creation of requirements and incidents for users.
- Analysis and purchase of technological equipment for the IT department.
- Guided users through detailed hardware installations and technical fixes via phone call, email and live chat.
- Completed large number of technical support tickets each week, maintaining high first-call resolution rate.
- Reviewed requirements, specifications and other project documentation to develop automated test scripts.

○ FIELD SUPPORT Mar 2019 - Apr 2021

Organismo de Investigacion Judicial, San Jose, Costa Rica

- Provide excellent customer service at all times.
- Helps users with aspects related to the office experience.
- Assistant to all administrative staff and acted as the first point of contact for visitors and customers.

Additional info

Personal website:
<https://portfoliojakefernandez.netlify.app>

Reference Contacts:

Bryan Salazar, IT Field Support
Lead LATAM

+57 316 8343034

bryan.salazarfallas@amadeus.com

Esteban Fernandez,
Operations Manager,
GlobalExpert Team

+506 8522 6651

Hernan.FERNANDEZCRUZ@amadeus.com

- Fulfillment of goals and objectives on time, in addition to excellent customer service in the work-at-home mode

Education

- **BACHELOR OF SCIENCE - SYSTEM ENGINEERING**
Nov 2020
Universidad Hispanoamericana CR, *San Jose, Costa Rica*
- **CERTIFICATES - FULLSTACK DEVELOPMENT**
Dec 2023
Udemy, *San Jose, Costa Rica*
 - UX/UI design • HTML • CSS (Sass/Bootstrap/Tailwindcss others) • Modern JavaScript • TypeScript • ReactJS (NextJS/Remix) • RxJs • Angular • VueJS • PHP • Laravel • NodeJS • NESTjs • MongoDB • FireBase • Oracle APEX • S.O.L.I.D • Rest APIs
- **CERTIFICATE - OFFICE 365**
May 2021
Microsoft, *San Jose, Costa Rica*
Azure Fundamentals - AZ900

Languages

Spanish, Native

Spanish, Fluent
B2/B2+

Skills

- Support end-users
- Collaboration
- Resolve technical problems
- Multitasking
- Teamwork
- Problem-solving
- Validate code
- Plan Agile sprints
- Manage programs
- Debug software
- Fast Learner
- Hard worker
- Self-education