# Jose Rodríguez Cruz

Bachelor's Degree in Computer Science with an Emphasis in Software Engineering

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## Summary

Highly motivated and dedicated university graduate with experience in technical support and a strong aptitude for teamwork. Committed to continuous learning and eager to apply the knowledge acquired to real-world challenges. Enthusiastic about staying up to date on global trends and emerging technologies, fostering a deep passion for innovation and progress.

## Hard Skills

- Microsoft Office
- Windows
- JavaScript
- Python
- SQL
- C/C++
- Java
- React/ React Native
- Agile Scrum

**2015-08 – 2022-06**

## Work History

### IT Technical Consultant

*Kryonics Computer Tech, San José*

- Conducted comprehensive preventive and corrective maintenance of computer equipment, ensuring optimal functionality, and minimizing downtime.

- Provided exceptional customer service by delivering prompt and effective e-mail support, resolving network-related issues, and addressing concerns related to operating systems and office packages.
- Efficiently managed the help desk, promptly responding to user inquiries, troubleshooting technical problems, and delivering solutions to ensure smooth and uninterrupted operations.

References:

Ángel Dávila Ponce - Kryonics Computer Tech
adavila@kryonics.net · 2231-0187

Pablo Rodríguez Navarro – Ministerio de Seguridad Pública
prodriguezn@msp.go.cr · 8439-4079

## 🎓 Education

**2016-01 - 2024-04**

**Bachelor in computer science with emphasis in software engineering**
*Universidad de Costa Rica – San Jose*

**2013-01 – 2015-12**

**Bachelor Degree in Secondary Education and Technical Degree in Computer Science**
*Professional Technical College of Heredia – Heredia*