Jose Diaz Arrechea

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Summary of Qualifications

- Precise and excellent in solving problems in a fast-paced environment, focused on results, able to work on several tasks simultaneously and coordinate the work effort within a team
- Ability to work with diverse types of computer operating systems, developing and maintaining software applications
- Effective interpersonal communication skills including verbal, written, listening and clarification in both English and Spanish languages
- Energetic and talented in working as part of a team with the ability to lead and support
- Excellent project planning and management skills by using extended knowledge of different project schedule programs

Technical Skills

Operating Systems: *Windows (XP, Vista, 7, 8, 10), Android, iOS, Linux*

Applications: *Microsoft Visual Studio, Access, Excel, Word, Power Point*

Tools: *VMWare, Google Cloud Services, GitHub, Gantt Project, NetBeans*

Languages: Java, Python, C#, ORM, HTML5, CSS3, JavaScript, jQuery, ASP.NET MVC, SQL Server

Education & Certifications

Microsoft Technology Associate   **March 2017**
 Software Development Fundamentals

ISTQB Certification   **May 2017**
 International Software Testing Qualification Board

Software Development & Testing Training Program   **Jan 2017 – May 2017**
NPower Canada │ Toronto, On

> 15 week intensive in-class training on the **Software Development Life Cycle (SDLC)**; gain applied knowledge of object-oriented programming, Agile and Waterfall methodologies; programming languages include **C#, Java, HTML5, CSS3, JavaScript, ASP.NET;** experience with databases, learn **Relational Database Management Systems (RDBMS)** and gain applied knowledge of **SQL** and **XML**

Information Technology Technician Program   **Jul 2010**

IPICA Ciego de Avila │ Moron, Cuba

Work Experience

Customer Service Representative   **Dec 2014 –Nov 2015**

Melia Jardines del Rey Resorts │ Cayo Coco, Cuba

- Daily handled customer inquiries, concerns, located resources for problem resolution with 98% customer satisfaction in a year
- Consulted with customers to evaluate their needs, developed high customer satisfaction and earned reputation for delivering exceptional customer service for 1200 clients on weekly basis
- Achieved recognition as an excellent employee of the month in February 2015

Information Technology Technician Training   **Sep 2010 – Jul 2011**

Banco Nacional de Credito y Comercio │ Moron, Cuba

- Gained skills and experience in a work environment resolving desktop computer issues, including mapping printers, backing up files and adding network cards
- Daily assisted and executed software upgrades for 40 computers that shared storage by a local area network
- Responsible for developing support protocols whenever new software and hardware were installed providing assistance to 100 employees in the financial company

Volunteer Experience

NASA International Space Apps Challenge   **April 2017**

Hackathon NASA Space Apps │ Toronto, On

- Worked alongside Space Apps staff to create an environment of success for all participants, including setting up the work areas for the teams and helping in the organization of the awards ceremonies