

# Jose Diaz Arrechea

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## Summary of Qualifications

- Precise and excellent 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; diagnosing and repairing software and hardware issues
- Effective interpersonal communication skills including verbal, written and oral in both English and Spanish
- Enthusiastic and skilled in working as part of a cohesive team with the ability to lead and support
- Excellent project planning and time management skills; extensive knowledge of diverse project schedule programs

## Technical Skills

**Operating Systems:** *Windows (XP, Vista, 7, 8, 10), Android, iOS, Linux*  
**Applications:** *Microsoft Visual Studio, Access, PowerPoint, Excel, Word*  
**Tools:** *VMWare, Google Cloud Services, GitHub, Gantt Project, NetBeans*  
**Languages:** *Java, C#, Python, ORM, JavaScript, jQuery, CSS3, HTML5, ASP. NET MVC, SQL Server*

## Education & Certifications

**ISTQB Certification** **May 2017**  
Software Testing Foundation Level

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

**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

- Handled daily customer inquiries and concerns, located resources and offered problem resolution with a 98% customer satisfaction rate 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 a weekly basis
- Achieved recognition as **Employee of the Month** in February 2015

### **Information Technology Technician Training**

**Sep 2010 – Jul 2011**

Banco Nacional de Credito y Comercio | Moron, Cuba

- Resolved desktop computer issues, including mapping printers, backing up files and adding network cards
- Executed software upgrades for 40 computers that shared local area network storage
- 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