

## Software Development Cover Letter

I worked for X-Tel Communications, HPE Networking and UST Global which were IT jobs software-related, but my jobs in manufacturing also involved software and automated test equipment applications.

I have experience with startups, with knowledge transfer for software products from the US to Costa Rica, I have experience in software that interfaces or manages mobile phones, switches, and test equipment. Real-Time applications, data collection, cloud, and IoT were part of the software solutions. I also have experience with Quality Systems, Lean, Six Sigma, testing automation, and Agile development.

As a consultant with UST Global, I worked in the solution design for proposals that include many different technologies, like mobile applications, ERP software like Oracle and SAP, HRM software like Softland, CRM software like Salesforce, Ware House Management (WHM) software, Business Process Management Software, as well as larger projects related to Smart Cities Solutions for buses, parking, and electronic payment. I was also involved in BOT projects for 100 seats call center (Build-Operate-Transfer) and FTE deal opportunities.

For all the projects and solutions proposed during my time at UST, I was in charge of the business analytics and consulting initial face of the customer, I worked with the architects and SMEs in the solution, I worked with the commercial and finance teams on the financial proposal which includes fixing priced, management services, SaaS and IaaS deals. For the 100 FTE proposal, I did the financial cost estimations. Some of the customers for these projects were Teradyne, Panduit, Intel, Walmart, Coopeservidores, and government entities like CCSS, MOPT, BCR, MIDEPLAN, BNCR, and Municipalidad de Grecia.

Finally, I have experience as a Manager of other Managers, Project Managers, Engineers, and Technicians. I have managed 20 engineers directly, plus 20 FTEs, 1 Architect, 1 Project Manager, and 2 Managers for a total of around 60 engineers.

My career is a mix of experiences, knowledge, and skills, I have got jobs for which I did not meet all the requirements, but I was able to perform over expectations. We are in an ERA of Digital Transformation and Data-Driven Organizations, this is the main reason I have updated my skills and knowledge in Data Science, Artificial Intelligence, and Machine Learning. For IoT projects, I have the advantage to be an Electronic Engineer.

If you need a reference about me and my work, I can give you the contact information of Rene Cardona, which is the General Manager of Heraeus in Cartago, Antonio Collantes HPE Site Manager, Luis Paulino Mendez, TEC Principal and Ignacio Trejos a Computer Engineering professor at TEC and a Cenfotec founder.

Best Regards,  
Kenneth Miralles