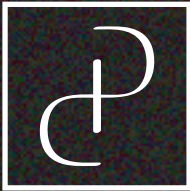


Pablo Coto

Informatics Engineer and Graphic Designer.



pablocoto1212hotmail.com

+506 6071-7285

Heredia, Costa Rica.

Passionate professional with expertise in web development, computer science and graphic design.
Highly skilled in HTML, CSS, Javascript, alongside modern frameworks and libraries.
I enjoy merging art and code to create functional, high-quality, eye-catching products for my clients.

Skills

HTML

CSS

JavaScript

Visual Studio Code

GIT

Adobe After Effects

Adobe Illustrator

Adobe Photoshop

Work Experience

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Freevee - Catalog Associate

Remote, Costa Rica. Oct 2023 - Present

 - Strategically placing queue points and advertisements in different titles such as movies, series, and documentaries.
 - Managing real-time launches of Amazon Originals episodes, conducting quality assurance checks to
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Alexa Enterprise Services - Technical Support

Heredia, Costa Rica. Nov 2022 - Oct 2023


 - Collaborated with Alexa's Solution Architects and Skill developers to troubleshoot and resolve complex technical issues related to Alexa Devices.
 - Developed and implemented a streamlined process and standardized checklist for resolving technical issues.
 - Implemented new quality control measures, reducing product defects and improving customer experiences.
 - Conducted regular training sessions for internal teams on troubleshooting techniques and best practices.
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Alexa Skill's Certification QA

Heredia, Costa Rica. Nov 2022 - Oct 2023


 - Developed and executed comprehensive test cases for functional, security, and policy testing, resulting in an increase in Certification Pass Rate.
 - Collaborated with cross-functional teams in India, Romania, Brazil, and Mexico to address critical repeated issues within Alexa Smart Home, Custom, Audio, Music, and Video skills.
 - Managed a high volume of technical trouble tickets, consistently resolving or escalating issues within the designated timeframe.

Education

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ULACIT (University of Science and Technology)

San José, Costa Rica. Present - Aug 2025

Bachelor's in Computer Science.
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T.E.C. (Costa Rica Institute of Technology)

San José, Costa Rica. Present - March 2024

Technical Degree in Graphic Design.
- 

C.T.P.V.C. (Technical and Professional High School)

San José, Costa Rica. Mar 2020

High School and Technical Bachelor in Banking and Finances.