

# Woodieandre Hartley

✉ woohart02@gmail.com  
🏠 De Autos Los Amigos, 200 metros N, 25 metros E, 40801 Heredia  
📅 29 years old  
🇸🇨 Costa Rican  
☎ +506 8717 6458

## Skills

**Jira-Confluence** Ticket/Story tracking with Jira and documentation/guide creation into Confluence for guidance in new processes.

**ServiceNow** ServiceNow for operational workflow and work along with engineers in UAT/PROD stages.

**Cloud** Aiming to achieve Google Cloud Digital Leader Certification

**MS SQL** +1 year experience using SQL queries for required data extraction, analysis and reporting.

**SAP** Basic

## Languages

**Spanish**

**English** Advanced

## Work experience

Since June 2021 **Technical Business Analyst**  
**Equifax** Heredia

- Act as point of contact for Equifax Customer Enablement Team in EST hours, work directly with customers for requirements gathering and successfully onboard new data transmissions into the Equifax environment.
- Develop functional specifications that satisfy client requirements.
- Lead team members, clients, and other stakeholders in reviewing and refining requirements.
- Capture and refine requirements across multi-disciplinary teams.
- Actively address issues; setting priorities when appropriate.
- Lead UAT/PROD deployment ensuring the client has proper access to Equifax SFG platform.
- Planning and coordinating onboarding and migration activities with customers and technical resources.
- Responsible for the timely delivery of small to medium projects for the managed file transfer team.
- Assists in client education and troubleshooting activities.
- Creates process documentation and training materials as required.

From January 2017 to June 2021 **Technical Data Analyst**  
**Equifax** Heredia, Costa Rica

- Responsible for analyzing and understanding customer requirements in order to design and implement the most efficient data processing based on system capabilities.
- Extract and refine data using a variety of proprietary and open source tools.
- Troubleshooting and participating in problem management to resolve client-impacting issues will be ongoing.
- Review processes, looking for ways to improve performance, improve turnaround, and reduce risk. Present suggestions to team leaders and work with them to implement approved changes.
- Work with data dictionaries, layouts, data formats, and data encoding (ASCII, UTF, UNICODE, EBCDIC).
- Confirm the data received from external or internal stakeholders is accurate and concise for processing.

## Work experience

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|----------------------------------|--|
| From March 2016 to December 2016 | <b>Customer support representative</b><br><a href="#">Convergys</a> Heredia, Costa Rica <ul style="list-style-type: none"><li>▪ Provide technical assistance to US customers with Internet, cable and phone issues.</li></ul>  |
| From June 2015 to February 2016  | <b>IT Support Engineer</b><br><a href="#">Tek - Experts IT Solutions</a> San Pedro, Costa Rica <ul style="list-style-type: none"><li>▪ Provide Technical Support to HP UCMDB tool through various environments and perform tests on new servers and configurations based on Release Notes guide.</li><li>▪ Provide clear communication to customers ensuring they understand what the issue is, how it was resolved, and ability to share self-service options if available.</li><li>▪ Documents chat, call, and ticket logs with accurate and summarized details.</li></ul> |

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## Education

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| From February 2006 to December 2012 | <b>Bachiller en Educación Media</b><br><a href="#">Colegio Diurno de Limón</a> Limón, Costa Rica   |
| Since September 2020                | <b>Software Engineering</b><br><a href="#">Universidad Hispanoamericana</a> Heredia, Costa Rica<br>Advanced student of Computer Science major. |