

Andrey Fajardo Herrera

Computer Engineer

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PROFILE

I am a computer engineer with a strong background in systems engineering and extensive experience in IT technical and software support, also software development. Throughout my career, I have exhibited a deep competence in problem-solving, bug documentation, and systems programming to meet the needs of both internal and external clients.

EDUCATION

ULACIT Computer Science
Bachelor's degree San José,
Costa Rica 2019

Intensa Advanced English
Level; in Intensa. San José,
Costa Rica 2014

Bachelor's degree in
diversified education. Liceo
Escazu San José, Costa Rica
2009

EXPERIENCE

AUGUST 2019 – ONGOING

System Analyst • Alimentos Jacks 4-2022

In this position, since I joined the company, I have been actively encouraged to develop web applications using C# .NET Core, primarily utilizing the MVC framework to interact with databases or APIs provided by our ERP system and our databases. This allows me to provide information systems to our clients to facilitate their orders preparation tasks. Subsequently, also handle data transfer, whether it involves other APIs or different databases.

Another significant task is the use of the Transact-SQL language to access the company's databases, enabling me to retrieve the precise data of our data analysis colleagues.

Additionally, I have been utilizing Transact-SQL to populate data sheets necessary for a payroll software migration project.

Other tasks performed in this role include:

- Providing technical support related to technical information analysis and application maintenance, assisting the user community of the company's services as required.*
- Offering technical support in tests and/or certifications of services, processes, and devices, whether new or existing, conducted by the development team in collaboration with end-users or suppliers.*
- Providing technical support in the development or execution of the company's system contingency plan.*
- Recommending operational and control procedures to optimize application performance.*
- Assisting in the program installation process, whether for new or existing programs, and configuring programs or equipment as required by the Technology Infrastructure department.*

- *Creating and/or updating the necessary documentation in accordance with established documentation procedures for programs under development or modification.*

Being a small IT team, I must be proactive in order to solve different scenarios that arise in the current programs of the company.

Technical support engineer • Alimentos Jacks 8-2019/4-2022

As a technical I must know a little bit about everything of trouble shooting in PCs, Networking, printers, active directory, virtual machines, and more.

The use of VNC and TeamViewer tools in order to give support to clients, addressing security concerns, and troubleshooting of system issues.

Handling the Azure portal involves creating and utilizing Virtual Desktops, granting security permissions through the firewall, and managing access to them.

Another important task that was performed was to monitor local applications in C# to ensure that they were functioning correctly. If they weren't, I would look for ways to make them more efficient or report any bugs to my development partner for review.

I also provided support for the use of the Dynamics 365 program. If our colleagues encountered any issues with the system, we had to document the steps they were taking to identify the problem. This information would then be reported to Microsoft by our service providers.

Additionally, I offered support for a routing system. My task was to configure the installation from scratch on their mobile devices.

APRIL 2019 – JULY 2019

Software Support Engineer • Tek Experts

I worked for the Dynamics 365 Business Central Department. Our principal task was to solve some problems that consults of Microsoft had in this tool.

They contact us to show us the problem that they had, so first we must explain or apply a troubleshooting, and if it wasn't enough, we have to make a little documentation of the issue or bug in order for the development team of Microsoft to fix it

APRIL 2017 – NOVEMBER 2018

Technical Support Engineer • Yaipan(DECESA)

Consult and collaborate with immediate peers with management and engineering to resolve service issues.

- *Provide internal customers with consulting services regarding the installation and follow-on support of standard desktop equipment, related peripherals, and associated software*
- *Use standard tools, techniques, procedures to identify routine problems, and select appropriate actions to solve problems.*
- *Solve Server, PC, phone, laptop, and computer infrastructure problems by troubleshooting hardware, software, and configuration problems.*

- *Navigation through the bash/dash shells, including o Location of common files such as system logs, mail logs, startup scripts, and user limits, manipulation of files and directories, including o Moving, renaming, and deleting in Linux OS*

SKILLS —

Teamwork
Multitasking
Customer Service
Problem Solving
English – Advanced
Linux , Windows, MacOS –
Advanced
Microsoft Office
Consuming apis using
postman
Query construction
Languages: Java, JavaScript,
C#, SQL, MySQL, Transact-
SQL

CERTIFICATIONS

- Scrum Fundamentals Certified
- Web Application Development with ASP.NET Core
Issued by Universidad CENFOTEC
- Udemy courses:
 1. SQL Server Integration Services (SSIS)
 2. SQL-Queries in Microsoft SQL Server – Querying Data with Transact-SQL
 3. Developing SQL Databases
 4. Database Administration With SQL Server
 5. Building RESTful Web APIs with ASP.NET Core
 6. Programming in blazor asp net core 7