

**Miguel Alejandro**

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Barrio El Jardín,  
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[GitHub](#) | [Portfolio](#)

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## Professional Summary

Software Engineering student with over 6 years of experience in object-oriented programming (Java, C#, JavaScript) and 2 years in network engineering. I've developed several academic and personal projects, including management systems, games with advanced data structures, and CRUD web applications.

Over 3 years of experience applying data analysis and automation to optimize workforce planning and team management.

Currently seeking internships or entry-level roles in software development, technical support, or data analysis to apply my skills, continue learning, and contribute to team success.

## Technical Skills:

- *Programming:* Java, C#, Python, JavaScript (OOP), PHP
- *Web Development:* HTML5, CSS3, VanillaJS, jQuery
- *UI/UX Design:* Interface design and code optimization for performance and usability
- *Networks:* TCP/IP, DNS, DHCP, router/switch/firewall configuration and troubleshooting
- *Automation & Reporting:* Microsoft Excel (macros), Microsoft Power Automate
- *Project Management Tools:* Trello, Azure DevOps (Agile methodologies)
- *Soft Skills:* Customer service, empathy, active listening, fast deductive reasoning, persuasion, adaptability to different accents

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## PROFESSIONAL EXPERIENCE

### Real-Time Analyst

9/2022 – 8/2025

Movate inc. - [Ultrapark 1, La Aurora, Heredia, Costa Rica]

- Developed Excel reports with macros for PTO tracking and reporting.
- Automated PTO approval workflows using Microsoft Power Automate.
- Analyzed workforce data to ensure efficient scheduling and coverage.
- Monitored real-time workloads, team behavior, and call volumes across multiple teams (150+ agents), including break management.
- Participated in requirements meetings with international clients.
- Optimized internal processes using automation and web-based data visualization, leveraging programming and analytical skills to support team coordination, data accuracy, and solution mapping.

### Junior Software Developer (Side Project)

4/2021 – 10/2023

Movate inc [Ultrapark 1, La Aurora, Heredia, Costa Rica]

- Learned the base code and logic of legacy internal systems.
- Developed web simulators for W21 and SBC Central apps (HTML5, CSS3, VanillaJS, jQuery).
- Audited, designed, and implemented the ARRIS Surfboard G34 simulator.
- Designed and implemented UI/UX improvements and frontend optimization for the Connectivity Tool.
- Participated in client-facing design meetings and contributed to the delivery of functional, scalable code.
- Collaborated in debugging and deep source code analysis.
- Used agile tools (Trello, Azure DevOps) for project tracking and delivery.

### Bilingual Technical Support (Call Center Agent)

11/2020 - 9/2022

Movate inc [Ultrapark 1, La Aurora, Heredia, Costa Rica]

- CCNA I & II certified knowledge
- Diagnosed modems and routers; configured home networks.
- Strengthened soft skills: empathy, active listening, quick thinking, persuasion, patience, attitude, and understanding of diverse English accents.

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## PROJETCS

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Connectivity Tool	<i>Frontend design and development for internal troubleshooting tool.</i>	<a href="https://github.com/miguelfernandez2022/connectivitytool">GitHub Repo</a> <a href="https://github.com/miguelfernandez2022/connectivitytool">https://github.com/miguelfernandez2022/connectivitytool</a>
Web Simulators	<i>Audit, design, and development of interactive product simulators.</i>	<a href="https://github.com/miguelfernandez2022/SurfboardCentral">GitHub Repo</a> <a href="https://github.com/miguelfernandez2022/SurfboardCentral">https://github.com/miguelfernandez2022/SurfboardCentral</a>
Personal Portfolio	<i>Showcasing development projects and skill set.</i>	<a href="https://bash20cu.github.io/Portfolio/">Portfolio Site</a> <a href="https://bash20cu.github.io/Portfolio/">https://bash20cu.github.io/Portfolio/</a>
Oracle Next Education (ONE) – Alura LATAM – Certification	<i>Guided projects in HTML, CSS, JavaScript, and OOP Java.</i>	<a href="https://bash20cu.github.io/ONE-Alura/">ONE Projects</a> <a href="https://bash20cu.github.io/ONE-Alura/">https://bash20cu.github.io/ONE-Alura/</a>

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## EDUCATION

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### **Bachelor's Degree in Software Engineering (In Progress)**

<b>Universidad Internacional de las Américas</b>	<i>San José Costa Rica</i>	Currently completing final 8 courses before graduation
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### **Technical High School Diploma in Computer Science**

<b>Instituto Politécnico de Informática "Máximo Gómez Báez"</b>	<i>Camagüey Cuba</i>	Graduated: 2008
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