

Yenson Umaña Solano

[Portfolio](#) [LinkedIn](#) [GitHub](#)

Experience

Wind River, San José, Costa Rica (WFH) – *Junior Software Tools Engineer*

September, 2023 – Current

- Designed and implemented on projects involving a diverse tech stack, including React and Angular for front-end development, showcasing my ability to work with modern web frameworks.
- Gained valuable experience in the Linux environment, including Nginx configuration and optimization, as well as Java application development, migrating old applications to modern technologies such as Node.

Wind River, San José, Costa Rica (WFH) – *Software Developer Internship*

April, 2023 – September, 2023

- During my internship at Wind River, I demonstrated a "Growth Mindset" by actively seeking opportunities to learn and adapt in a dynamic software development environment.
- I honed my "Lean-Agile skills," contributing to the team's efficiency and productivity, and ensuring a commitment to delivering high-quality software as fast as possible.
- Worked extensively with React, showcasing my front-end development expertise, and gained proficiency in essential technologies like Linux and Nginx, highlighting my adaptability in working with diverse tools and environments.

OneReach.ai, US, Remote – *Technical Support Engineer | Solutions Development Engineer*

October, 2022 – April, 2023

- In a dual, hybrid role as a Technical Support Engineer and Solutions Development Engineer at Onereach.ai, I showcased exceptional adaptability in handling a variety of responsibilities, from support tasks to solutions development and team leadership.
- Demonstrated strong time management skills, effectively balancing multiple aspects of the role to meet deadlines and deliver exceptional customer support and solutions.
- Leveraged my expertise in JavaScript and NextJS to develop custom solutions, while also managing SQL databases, ensuring seamless technical support and innovation in solutions development and support processes.

Wrike, Heredia, Costa Rica (WFH) – *Technical Support Engineer*

February, 2022 - April, 2023

- As a Technical Support Engineer at Wrike, I consistently upheld strong work etiquette, ensuring professionalism and effective communication in all interactions with colleagues and clients, ensuring top quality support.
- Demonstrated unwavering commitment to "Customer Focus," resolving customer issues promptly and providing top-notch technical support, contributing to high levels of client satisfaction and speed.
- Proficiently worked with APIs and utilized tools like Jira and Wrike for project management, streamlining support operations and enhancing overall efficiency.

DocuSign (Sitel), San José, Costa Rica (WFH) – Tier 2, Technical Support Engineer, SME

January, 2021 - February, 2022

- As a Tier 2 Technical Support Engineer, SME at DocuSign, I exhibited strong "Leadership skills," taking charge of complex technical issues and guiding team members to resolution.
- Thrived in a collaborative environment, emphasizing effective "Teamwork" to provide seamless support and contribute to a positive work culture.
- Leveraged my "Presentation skills" to communicate complex technical solutions clearly, while also demonstrating effective "Conflict Resolution skills" when addressing escalated customer concerns, ensuring high-quality customer support throughout my tenure.

Santander bank (Concentrix), Heredia, Costa Rica (WFH) – Customer Service Advisor

October, 2020 - January, 2021

- As a Customer Service Advisor, I excelled in demonstrating "Empathy & Rapport" while engaging with customers, building strong relationships, and ensuring a positive customer experience.
- Proficiently leveraged "Professional Communication" skills to convey complex financial information in a clear and accessible manner, contributing to effective customer interactions.
- Successfully utilized "Negotiation" skills when addressing customer concerns and resolving financial issues, promoting customer satisfaction and loyalty during my tenure.

Technical and Soft Skills

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|------------------|-----------------------------|------------------------------|
| • React | • Time Management | • Presentation |
| • Angular | • JavaScript | • Conflict Resolution |
| • Node | • NextJS | • Empathy & Rapport |
| • Express | • SQL | • Professional Communication |
| • PostgreSQL | • Work etiquette | • Cultural Sensitivity |
| • Java | • Customer Focus | • Negotiation skills |
| • Linux | • API | |
| • Nginx | • Jira & Project Management | |
| • Growth Mindset | • Leadership | |
| • Lean-Agile | • Teamwork | |
| • Adaptability | | |

Education

Technological Institute of Costa Rica (TEC), Cartago, Costa Rica

– *Computer Engineer*

2018 – In progress

Computer Engineer Degree.

SITEL Technical Academy, Heredia, Costa Rica – *Python I, II and CISCO IT Essentials*

2021

Technical certifications issued by a previous employer academy.

Santa Maria De Guadalupe School, Heredia, Costa Rica – *High School Diploma*

2013 – 2017

High School Diploma issued by a Costa Rican private High School.