



# Víctor Manuel Barrantes Castillo

## Personal Info

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## Skills

- **Adaptability:** demonstrated ability to adapt to changing work environments and handle unexpected challenges effectively.
- **Analysis:** strong analytical skills, with experience in gathering and interpreting data to make informed decisions.
- **Solution Design:** skilled in designing creative and effective solutions to complex problems, ensuring optimal outcomes.
- **Teamwork:** adept at working cooperatively in a team environment, contributing to team success through active participation and idea sharing.

## Competencies

- **Cybersecurity Knowledge:** proficient in cybersecurity principles and best practices, with the ability to identify and address potential security risks.
- **Computer Maintenance:** skilled in diagnosing and resolving hardware and software issues, ensuring peak performance of computer systems.
- **Programming Knowledge:** basic programming languages such as Java, with experience in developing simple applications.

Technical Support Specialist with great attention to detail and a Computer Networking Technician certified by INA, with a background as a Vocational Technical Degree in Software Development. I have solid experience diagnosing connectivity incidents between APIs and websites, as well as managing end-user systems. My career is highlighted by technical efficiency and a problem-solving mindset that led to an internal promotion to my current technical role, driven by strong performance and satisfaction metrics. Committed to continuous learning, I seek to enhance network administration to ensure system stability and support infrastructure growth, aiming for constant personal development alongside the company's success

## PROFESSIONAL EXPERIENCE

Customer service representative

Concentrix | June, 2024 – May, 2026

- Addressing customer complaints and concerns in a timely and effective manner
- Troubleshooting problems and finding solutions to customer issues
- Experienced in troubleshooting API connectivity issues and supporting marketing analytics across various client platforms, ensuring seamless data integration and reporting accuracy.
- Provided preventive and corrective maintenance for computer equipment.
- Collaborated in troubleshooting technical issues, ensuring smooth operation of computer systems.
- Participated in the implementation of new technological solutions to enhance operational efficiency.

## EDUCATION

- Cisco Secure Endpoint | National Institute of Learning 2025
- Network Security and CyberOps | National Institute of Learning (INA) 2023-2024
- Computer Networking Technician (CCNAv7) | National Institute of Learning (INA) 2022
- Cybersecurity Essentials | National Institute of Learning (INA) 2022
- Associate's Degree in Software Development | Granadilla Technical College 2012-2018
- High School Diploma | Granadilla Technical College 2012-2018