

Daniel José Cubero Muñoz

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San José, Costa Rica | ID: 11170-0364 | 22/04/1983

Achievements

- Customer Service Expertise: 9+ years resolving billing inquiries, financial solutions, and technical complaints with high satisfaction.
 - Process Improvement: Reduced handling times and boosted customer satisfaction by optimizing workflows.
 - Sales & Coaching: Enhanced team performance and sales rates through tailored training and coaching.
 - Cloud & Networking: Skilled in implementing cloud resources and troubleshooting networking devices.
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Experience

Tek-Experts | Tier 2 Azure Networking Support (Nov 2019 – Dec 2025)

- Maintained and upgraded VPN tunnels across Cisco, Fortinet, Palo Alto, Citrix.
- Supported Point-to-Site tunnels with AD, Radius, and Azure certificates.
- Diagnosed Layer 4 load balancers and ExpressRoute circuits under critical deadlines.
- Troubleshoot Azure Firewall rules and data flow.

Teleperformance AT&T | Technical Support (Jul 2016 – Feb 2019)

- Delivered troubleshooting for internet, phone, IPTV with high satisfaction ratings.

Sutidora de Empaques Hidráulicos | Sales Agent & Mechanic (Mar 2012 – Jun 2016)

- Specialized in urgent hydraulic equipment repair and sales.

Constructora Meco | Fuel Manager (Jan 2009 – Jan 2012)

- Managed fuel distribution and maintenance of stations and tanker trucks.
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Education

- AZ-400 Certification (2022)
 - Cisco CCNA v5 (2016)
 - Office 2010 package (2011)
 - Universidad de Costa Rica – Incomplete Bachelor in Mathematics (2003–2007)
 - Liceo de Belén – High School Diploma (2001)
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Skills

- Fluent in English & Native Spanish
 - Technology-oriented and proactive
 - Strong analytical and problem-solving skills
 - Customer service & dispute resolution
 - Sales & relationship management
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Other

- Tailor specializing in jackets, vests, trousers
- Clothing designer & fashion enthusiast