Eduardo León Hernández

ELH

Full-stack web developer · Data analyst

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Contact: form on the portfolio or LinkedIn

Profile

Full-stack web developer and data analyst. I automate processes, build reports and develop web applications with security built in from the start. At Claro Costa Rica I moved from customer service to data analysis and now work in systems.

Experience

Systems Analyst · Claro Costa Rica

Jul 2026 – present

- I handle and resolve customer incidents across the company's systems.
- I automate the fix for recurring errors so they no longer need manual intervention.

Collections Data Analyst · Claro Costa Rica

May 2025 – Jun 2026

- Redesigned incremental ETL flows with Python, SQL and scheduled jobs, cutting the processing window by 67%.
- Optimized a critical consolidation query with window functions, reducing its run time by 75%.
- Built automated reports on scheduled jobs, with logging and email alerts.
- Analyzed the collections portfolio to support decisions and find process improvements.

Customer Service Representative · Claro Costa Rica

Nov 2023 – Apr 2025

- Built dashboards comparing sales against targets and proposed data-driven improvement initiatives.
- Learned billing, collections and customer service in depth, the groundwork for my later data work.

Selected projects

Soporte Patitos S.A. · C#, ASP.NET Core 10, Entity Framework Core, SQL Server, JWT, React, Vite — 2026

HR and payroll system with business rules and permissions enforced in the API.

Bellas Boutique · React, Vite, Node.js, Express, SQLite, JWT — 2025

Online store with duplicate-safe checkout, PDF and XML invoices, roles and 149 tests.

Birds of Costa Rica · Python, Flask, Prolog, Azure OpenAI — 2025

Bird search over a Prolog knowledge base, with AI suggestions and an injection flaw fixed.

Education

Software Engineering

Jan 2023 – present

Universidad Internacional de las Américas (UIA)

In progress

Courses

- Data Science · Alura LATAM (2025)
- Data Analysis and Visualization · Universidad Cenfotec (2024)

Tools

Data: Python (pandas, NumPy), SQL (Oracle, SQL Server), Power BI (DAX, Power Query), Excel

Web: JavaScript, React, Node.js / Express, HTML / CSS, Astro

Back end: C# / ASP.NET Core, Entity Framework Core, APIs REST, MongoDB, Git