ADRIAN FONSECA COTO

Product Specialist, Software Asset Management | Technical Support & Cloud Infrastructure
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PROFESSIONAL SUMMARY

Product Specialist on the Software Asset Management team at WWT (Softchoice), helping customers deploy software and SaaS visibility tooling. Six years in technical support, help desk and cloud infrastructure, with Azure (AZ-104) and Linux (LFCS) certifications and hands-on labs documented on GitHub. Bilingual (C1 Advanced English), strong in customer-facing communication, SLA-driven case work and clear technical documentation.

EXPERIENCE

Product Specialist, Software Asset Management (SAM) Sep 2026 - Present | Costa Rica (Hybrid)
World Wide Technology (Softchoice)

- Support customer onboarding and deployment sessions for the SAM+ Discovery tool (powered by Auvik), from solution configuration through go-live.
- Support RMM and network monitoring deployments in customer environments, working through network access, device discovery and credential setup.
- Work an inbound case queue, triaging requests and resolving them within established SLAs; serve as a point of contact during customer onboarding.
- Contribute to onboarding runbooks and self-service documentation, and relay customer feedback to the product team.

Customer Success Manager Technical Support, Microsoft Partner Operations Apr 2025 - Jul 2026 | Costa Rica (Hybrid)
TeKnowledge

- Owned an inbound case queue of 500+ multi-client requests annually via ServiceNow and Jira, with zero SLA breaches from triage through resolution.
- Supported onboarding and configuration of Microsoft 365 and Azure environments, resolving integration and deployment issues across diverse client setups.
- Used Microsoft Copilot for process optimization and information analysis as part of daily workflow management.
- Authored and maintained the team knowledge base and onboarding runbooks, turning individual fixes into reusable, self-service documentation.
- Redesigned a manual reporting workflow from 5 hours a day to 1, a 5x reduction through process optimization.

Technical Support & Electronics Technician Oct 2020 - Dec 2024 | Costa Rica
Intronix

- Diagnosed hardware, software and connectivity failures using structured root-cause analysis, isolating issues, validating fixes and documenting corrective actions.
- Delivered customer-facing technical support, managing communication, expectations and follow-up through resolution.
- Maintained technical documentation covering failure modes, corrective procedures and equipment specifications.

PROJECTS (GITHUB)

- **Azure Hub-Spoke Landing Zone:** modular Bicep IaC with VNet peering, NSG segmentation, Bastion, Key Vault (RBAC), Managed Identity, Log Analytics and cost budgets.
- **Production-Style Linux Environment:** multi-node setup with Nginx reverse proxy, TLS, DNS, firewall rules, SSH hardening and Bash automation.
- **Hybrid Identity Lab:** Active Directory Domain Services (OUs, groups, GPOs) synchronized with Microsoft Entra ID through Entra Connect.

CERTIFICATIONS

Microsoft Azure Administrator Associate (AZ-104) | Microsoft Azure Fundamentals (AZ-900) | Linux Foundation Certified System Administrator (LFCS) | C1 Advanced English, BELT (Idioma Internacional) | CCNA v7 (Modules I and II completed)

SKILLS

Cloud & Identity:	Microsoft Azure, Entra ID, Active Directory, Microsoft 365, RBAC, Key Vault, Azure Monitor
Infrastructure:	Linux, Nginx, TLS, DNS, TCP/IP, SSH hardening, RMM and network monitoring concepts
Tools & Scripting:	Bicep, Bash, SQL, Git, ServiceNow, Jira, Auvik, Microsoft Copilot
Languages:	Spanish (native), English (C1 Advanced)

EDUCATION

Bachelor's in Computer Systems Engineering 2021 - 2026 | Degree pending conferral
Universidad Fidélitas

Industrial Electronics Technician 2018 - 2020
COVAO Cartago