

# Luis Alejandro Chacón Mora

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## WORK EXPERIENCE

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### Tek Experts

May. 2022 – Present

*Cloud Support Engineer.*

*San Pedro, C.R.*

- **Application Support:** Provide expert support for .NET and .NET Core applications, identifying and resolving issues to minimize downtime and improve user experience.
- **Tool Development:** Design and develop internal tools to streamline workflows, enhance productivity, and support business operations.
- **Collaboration:** Work closely with cross-functional teams to deliver integrated solutions, ensuring alignment with project goals and timelines.
- **Troubleshooting:** Conduct thorough analysis and debugging of complex issues within the Azure environment, leveraging extensive technical expertise.
- **Performance Optimization:** Implement best practices for performance tuning and optimization of Azure App Services and related dependencies.

### Mercadeo en Línea MEL

Sep. 2018 – Apr. 2021

*Internship*

*Heredia, C.R.*

- **Content Management:** Managed and updated content for multiple customer-facing websites and social media platforms, ensuring consistency and quality.
- **Documentation:** Designed and created comprehensive user manuals and internal documentation for tools developed, supporting both internal teams and customers.
- **Front End Development:** Developed and maintained front-end components of websites, ensuring a responsive and user-friendly interface.
- **Collaboration:** Collaborated with cross-functional teams to gather requirements and deliver solutions aligned with business objectives.

## EDUCATION

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### Fidélitas

TBD

*B.S., Systems Engineering*

*San Pedro, C.R.*

- Advanced knowledge in object-oriented programming in multiple languages. (Java, .Net, Android Studio)
- Advanced knowledge in database management and sysadmin. (Oracle, SQL Server, MySQL, Mongo)
- Advanced knowledge in web applications and static web pages. (HTML, JavaScript, PHP, .Net)
- Agile software development and project management. (Agile, Scrum)

## SKILLS & INTERESTS

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- **Skills:** Game Development: Godot 4, Unity, Unreal Engine; AI Integration: Machine Learning, Natural Language Processing, Large Language Models; Cloud Computing: Azure, AWS, Google Cloud; Software Engineering: Object-oriented Programming, Git; Programming: Python, C#, .Net, GDScript, etc.
- **Interests:** Gaming, Game Development, Reading, Story writing.

## RECENT PROJECTS

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### Lifeless

Apr. 2024 – May. 2024

A prototype Video Game to test how integration of AI can improve significantly the quality of interactions with NPCs on games without significantly increasing production costs.

[GitHub](#) – [Written Article](#) – [Video Talk](#)