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Work Experience

Tek Knowledge

May. 2022 – Present

Senior Cloud Engineer with Microsoft

San Pedro, C.R

- **Sub-Team Oversight:** Provide guidance, mentorship, and technical support to a team of Cloud Engineers, fostering skill development and ensuring consistent delivery of high-quality work.
- **Team Management:** Translate organizational goals and directives into actionable tasks, ensuring alignment with broader strategic objectives.
- **Performance Coaching:** Evaluate team performance, set development plans, and cultivate a high-performing engineering culture built on trust, collaboration, and continuous improvement.
- **Incident Management:** Act as the primary point of contact for high-severity technical issues or escalations, coordinating with other engineers and technical resources to ensure rapid resolution.
- **Workflow Optimization:** Assess current support and development processes to identify inefficiencies, then propose and implement enhancements that streamline workflows and reduce overhead.
- **Tool Development:** Design and develop internal tools to streamline workflows, enhance productivity, and support business operations.

Cloud Engineer with Microsoft

- **Application Support:** Provide expert support for .NET and .NET Core applications, identifying and resolving issues to minimize downtime and improve user experience.
- **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 Linea (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.

Fidélitas University

San Pedro, C.R. TBA

B.S., Systems Engineering

- **Object-Oriented Programming:** Proficient in Java, .NET, and Android Studio, with a strong focus on design patterns, maintainability, and scalable application architecture.
- **Database Management & System Administration:** Skilled in Oracle, SQL Server, MySQL, and MongoDB, including data modeling, performance optimization, and backup/recovery strategies.
- **Web Application Development:** Experienced in creating dynamic web apps and static sites using HTML, JavaScript, PHP, and .NET, with an emphasis on user experience and responsive design.
- **Agile & Project Management:** Adept at applying Agile (Scrum) principles to streamline development cycles, foster collaboration, and deliver high-quality software solutions.
- **Version Control & Collaboration:** Proficient with Git and branching strategies, ensuring smooth collaboration and robust version management.

Ministry of Public Education

Turrialba C.R. November 2014 – June 2017

High School Diploma

- **Problem-Solving & Critical Thinking:** Built the foundation for debugging, algorithmic thinking, and complex puzzle-solving—crucial skills for software and game development.
- **Mathematics & Geometry:** Gained a practical understanding of concepts used to create realistic physics, collision detection, and graphics in games.
- **Computer Basics & Technology Exposure:** Introduced to programming fundamentals, enabling smoother transitions to more advanced development frameworks.
- **Team Collaboration & Communication:** Participated in group projects that fostered teamwork—vital for cross-functional software and game dev teams.
- **Creative Writing & Storytelling:** Honed narrative skills that can enhance character development and plot design in gaming projects.

Skills and interests

Game Development

- **Godot 4 / Unity:** Proficient in developing and deploying 2D and 3D games. Experienced in level design, prototyping, and performance optimization across multiple engines.
- **Game Design:** Skilled in conceptualizing and refining core gameplay loops, user interfaces, and interactive storytelling elements. Adept at creating balanced systems that deliver engaging and cohesive player experiences.

AI Integration

- **Machine Learning & Natural Language Processing:** Knowledgeable in using popular ML frameworks (e.g., Ollama, Llamafire) to develop software that leverage on advance analysis and comprehension of data.
- **Large Language Models (LLMs):** Familiar with leveraging LLMs and related APIs (OpenAI, Hugging Face) for in-game dialogue generation, chatbots, and general software development.

Cloud Computing

- **Azure / AWS / Google Cloud:** Experienced in architecting, deploying, and managing scalable cloud infrastructures.

Interests

- **Gaming:** Passionate about exploring a wide variety of genres, analyzing gameplay mechanics, and staying current with industry trends.
- **Game Development:** Enthusiastic about the entire development lifecycle, from concept art and narrative design to final release and post-launch support.
- **Reading:** Enjoy reading both fiction and non-fiction works, drawing inspiration for world-building, storytelling, and creative problem-solving.
- **Story Writing:** Love crafting immersive storylines and rich characters, often integrating these narratives into game concepts or personal writing projects.

Recent Projects

Lifeless

Apr. 2024 – May. 2024

A prototype video game experience designed to explore the potential of AI-driven interactions with Non-Player Characters (NPCs). Through the integration of natural language processing and machine learning models, the project aimed to create more dynamic, responsive, and engaging NPC behavior—offering realistic dialogue options and adaptive responses without substantially increasing development costs.

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

NX Gun-Girl

Apr. 2022 – May. 2022

A compact, yet fun game development experiment aimed at exploring and learning Godot Engine while testing the feasibility of exporting a playable Switch binary using homebrew. The project demanded careful organization of assets, script modularity, and performance optimization to ensure smooth gameplay on Nintendo hardware.

[GitHub](#) - [Itch.io](#)

Popota: How to become a dragon

Apr. 1st 2021 – Apr. 4th 2021

A game I designed and developed in collaboration with an artist for the 72-hour-long Mini Jam 77, themed on Courage. Inspired by Nintendo's WarioWare series, we crafted a collection of rapid-fire arcade minigames with the plot of Popota the last dragon, training on Hell to become a full draconic danger. The tight timeline posed significant hurdles, and the added handicap set by the jam hosts pushed us even further, making the entire development process both demanding and exhilarating.

[Itch.io](#)