DAVID CASTILLO MORA – BILINGUAL (ENGLISH / SPANISH)
Python | Java | C# | HTML | CSS | JavaScript | .Net MVC | SQL Server
Davidcm2803@gmail.com – 64402488

Summary

Technical Support Specialist with 3+ years of experience in high-volume customer service and technical support. Expert in managing 30+ daily calls, handling COVID-19 leave issues, and resolving software and hardware problems. Proven track record in improving service delivery and efficiency. Seeking an IT support role to apply problem-solving skills and enhance customer satisfaction.

Here is my own portfolio, check it out so you can get to know me better.
https://portafolio-david-roan.vercel.app/

SKILLS

SOFT SKILLS: - Effective Communication - Teamwork - Problem Solving - Adaptability - Time Management - Empathy - Leadership - Critical Thinking - Interpersonal Skills – Creativity

TECHINAL SKILLS: - Python - Java - C# - JavaScript - HTML - CSS - Oracle Cloud - SQL Server - SQL Management – Firebase - .Net MVC

EXPERIENCE

CALL CENTER

Amazon CRC   2021-2022

Assisted U.S. Amazon employees with Covid-19 medical leave requests, ensuring timely claim approvals and benefits, leading to higher employee satisfaction and streamlined processes.
- Gained expertise in soft skills, including empathy, improved English communication (oral and written), and managed a high volume of calls and cases.
- Enhanced call quality by empathetically addressing employee concerns and optimizing processes to better meet customer needs.
- Achieved a 30% improvement in handle time, enabling the resolution of twice as many cases within the same time frame, along with strong customer satisfaction metrics.

TECHINAL SUPPORT

Shyft Global Services   2022-Currently

Back Office Support Specialist assisting field engineers in sourcing and requesting technological parts for customers in the United States
- Developed expertise in technological parts, inventory processes, and software troubleshooting by collaborating closely with field engineers and made me learn teamwork.
- Streamlined processes for creating cases and requesting parts, significantly reducing response times and improving efficiency.
- Enhanced team metrics optimized global inventory management, and improved service delivery for customers in the US, Canada, and Japan.

EDUCATION

Centro Educativo Adventista Bilingue de Costa Rica   2015-2020

- High School Diploma

Centro Cultural Británico   2020-2021

- English Studies B2+

Universidad Centroamericana de Ciencia y Tecnología   2022-Currently

- System Engineering

CERTIFICATES

- [Java Essential Training | LinkedIn Learning](#)
- [Fundamentals of Mathematics: Useful Everyday Applications | LinkedIn Learning](#)
- [Java Advanced 2 | LinkedIn Learning](#)

- [Learning C# | LinkedIn Learning](#)
- [C# Advanced: Object-Oriented Programming | LinkedIn Learning](#)
- [Mindfulness for Beginners | LinkedIn Learning](#)