DAVID CASTILLO MORA – BILINGUAL (ENGLISH / SPANISH)

Junior Software Developer | .NET | C# | React | Node.js

Davidcm2803@gmail.com – 64402488

Portfolio https://davidportofolio-fawn.vercel.app/

Summary

Junior Software Developer with 3+ years of experience in technical support and internal software development. Experienced in building automation tools with Python and C#, developing RESTful APIs, and optimizing workflows. Strong background in problem-solving, system troubleshooting, and backend development. Passionate about building scalable and efficient software solutions.

SKILLS

Languages: Python - C# - JavaScript - Java - PHP
Frontend: React - Tailwind CSS - Responsive Design
Backend: .NET Core - Node.js
APIs & Architecture: RESTful APIs - MVC - Entity Framework Core - JWT Authentication
Databases: SQL Server - MySQL - MongoDB - Firebase - Weaviate
Cloud & DevOps: AWS – Oracle Cloud - Docker - CI/CD
Tools: Git - GitHub - Postman - Linux
AI: Machine Learning (Python) - LLM Integration

Soft Skills: Communication - Problem Solving - Teamwork - Adaptability

EXPERIENCE

TECHINAL SUPPORT/ JUNIOR DEVELOPER EXPERIENCE

Shyft Global Services   2022-Currently

Experienced in developing internal tools and automating processes with **Salesforce, C#, and Python**, supporting small-scale app development, workflow optimization, and process automation. Strong background in **network administration and hardware support**, including switches and Broadcom devices.

- Supported small-scale software development initiatives, assisting in the creation and maintenance of internal tools and apps using Salesforce, C#, and Python, including process automation and workflow optimization.
- Developed Python automation scripts that reduced case processing time by **35%** and improved workflow efficiency.
- Conducted testing, troubleshooting, and documentation for internally developed solutions, applying programming and problem-solving skills.
- Gained extensive experience in network administration and hardware support, including switches, Broadcom devices, and connectivity troubleshooting, ensuring smooth operations for internal and field systems.

Customer Support Specialist

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.

EDUCATION

Centro Educativo Adventista Bilingue de Costa Rica   2016-2020

- 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](#)