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# 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

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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.

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## 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

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## EXPERIENCE

### TECHNICAL 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.

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## EDUCATION

Universidad Centroamericana de Ciencia y Tecnología

2022-currently

- System Engineering

Centro Cultural Británico

2020-2021

- English Studies Certificate B2+

Centro Educativo Adventista Bilingue de Costa Rica

2016-2020

- High School Diploma
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## 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](#)
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