
DAVID CASTILLO MORA – BILINGUAL (ENGLISH / SPANISH)

Python | Java | C# | JavaScript | MYSQL | React | Tailwind CSS

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Summary

Junior Software Developer with over 3 years of experience in technical support, Focusing on software development. Assisted in small-scale software projects, including creating internal tools, automating workflows, testing applications, and troubleshooting code. Strong problem-solving skills and hands-on programming experience, aiming to contribute to efficient and innovative IT solutions.

Here is my own portfolio, made by myself with React Vite and Tailwind CSS

[portfolio-react](#)

SKILLS

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

TECHNICAL SKILLS: - Python - Java - C# - JavaScript - React - HTML - CSS - Tailwind - Oracle Cloud - SQL Server - MySQL – Firebase - .Net Core

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.
- Automated case management and parts-request processes with Python scripts, improving efficiency and reducing response times.
- 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.

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.

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
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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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