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# DAVID CASTILLO MORA – BILINGUAL (ENGLISH / SPANISH)

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

Davidcm2803@gmail.com – 64402488

## Summary

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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](#)

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## SKILLS

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

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

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## 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.
- 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.

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## 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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