Douglas González Ortiz

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Phone: (+506) 6100 0845 | **Location:** San José, Costa Rica |

Portfolio Web: https://douglasg04.github.io/portfolio.app/

Professional Summary

Passionate about technology and software development, with proven expertise in technical support, backend development, and troubleshooting complex technical issues in enterprise environments. Skilled to diagnosing technical problems, and collaborating with multidisciplinary teams to drive business success.

Professional Experience

Technical Support Engineer for Microsoft Dynamics 365 at Tek Experts

August 2023 - Present | Cartago, Costa Rica

RESPONSIBILITIES
- Provided technical support to Microsoft customers via phone, email, and chat to diagnose and troubleshoot complex issues.
- Utilized X++, SQL Server, performance and log analysis to diagnose and resolve complex issues.

KEY ACHIEVEMENTS
- Promoted to exclusively manage Premier and S500 customers for Microsoft due to my personal performance to deliver exceptional customer support

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Web Developer at Nexite

January 2024 - Present | San José, Costa Rica

RESPONSIBILITIES
- Contributed to the growth of Nexite by creating and managing websites and innovative design solutions tailored to market demands.
- Designed and implemented web designs, optimized website performance, and provided ongoing maintenance and updates to ensure high-quality service.

KEY ACHIEVEMENTS
- Successfully completed multiple projects, gaining customer attention and meeting schedules.

Junior Web Developer at MAPFRE Seguros Costa Rica
2022 - July 2023 | San José, Costa Rica

RESPONSIBILITIES
- Developed and maintained internal systems using Angular, ASP.NET, C# (MVC), HTML, CSS, and Bootstrap, improving operational efficiency.
- Collaborated with cross-functional teams to align development
- Use agile methodologies like SCRUM to manage and deliver projects.

KEY ACHIEVEMENTS
- Developed and implement an new web design for MAPFRE, improving user experience with HTML, CSS, JavaScript, and C#.
- Proactively introduced Angular, ASP.NET Core and Tailwind CSS to improve solutions and web experience for customers and meet changing needs.

EDUCATION

Technical Degree in Software Development
Maximo Quesada Technical High School | 2019-2022

Bachelor's Degree in Software Engineering
Universidad CENFOTEC | May 2023 - In progress

TECHNICAL SKILLS
- **Programming Languages:** C#, JavaScript, X++.
- **Databases:** SQL Server (SSMS), MongoDB, Oracle
- **Frameworks and Technologies:** Astro**,** Tailwind CSS, Angular, ASP.NET Core
- **Cloud:** Azure, IIS.
- **UX/UI Design:** Figma.
- **Tools:** Jira, Git, GitHub, Bitbucket, Linux, D365.

LANGUAGES
- **Spanish:** Native
- **English:** B2 Intermediate