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 expertise in technical support, frontend and backend development, and troubleshooting complex technical issues. Skilled to diagnosing technical problems, and collaborating with teams to drive business success.

Professional Experience

Technical Support Engineer for Dynamics 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.
- Use X++, Microsoft 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
- Developed high-performance websites and supported marketing strategies to boost Nexite's visibility and attract clients through social media.
- Built responsive, SEO-friendly web designs using Astro, Angular, ASP.NET Core, MySQL and Tailwind CSS.
- Provided ongoing website maintenance and optimization to ensure high performance and a fluid user experience.

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 Core, Tailwind CSS, C# (MVC), JavaScript and Bootstrap to improve operational efficiency.
- Collaborated with other departments and teams to align development.
- Use agile methodologies like SCRUM to manage and deliver projects.

KEY ACHIEVEMENTS
- Developed and implement a new web design for MAPFRE users to improve user web experience with HTML, CSS, JavaScript, and C# (MVC).
- Proactively implement Angular, ASP.NET Core and Tailwind CSS in new projects to improve clients web experience and deliver better solutions.

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, Java.
- **Databases:** Microsoft SQL Server, MongoDB, MySQL, Oracle.
- **Frameworks and Technologies:** Astro**,** Tailwind CSS, Angular, ASP.NET Core.
- **Cloud:** Microsoft Azure, Microsoft IIS, Active Directory.
- **UX/UI Design:** Figma.
- **Tools:** Jira, Git, GitHub, Bitbucket, Linux, Dynamics 365.

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