

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

Full Stack Developer and Technical Support Engineer with 3+ years of experience building enterprise applications in Angular, ASP.NET Core, and SQL Server, and supporting global Microsoft customers. Proven ability to deliver scalable solutions, resolve complex incidents in Azure cloud environments. Known for adaptability, and strong communication skills.

Professional Experience

Technical Support Engineer at Teknowledge

August 2023 - Present | San José, Costa Rica

RESPONSIBILITIES

- Delivered technical support for Microsoft technologies, diagnosing and resolving complex issues using X++, SQL Server, and log/performance analysis across phone, email, and chat.
- Deployed and managed cloud applications with Azure Web Apps, Container Apps, Azure Functions, and Azure SQL Database, ensuring performance and reliability through proactive monitoring and troubleshooting.

KEY ACHIEVEMENTS

- Promoted within 6 months to handle Microsoft S500 Premier clients, achieving 95% customer satisfaction and 5-star ratings.
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Web Developer at Nexite

January 2024 - Present | San José, Costa Rica

RESPONSIBILITIES

- Designed and deployed websites focused on clients needs(e-commerce and landing pages) and optimized SEO for better search results, which directly contributed to customer sales.
- Collaborated directly with customers to gather requirements, translate business needs into technical solutions, and deliver customized web applications.

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 (Jira/Git) 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).
 - Designed and deployed 2 new enterprise web pages with Angular & ASP.NET Core, reducing user task time by 25% and modernizing UI with Tailwind CSS.
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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:** C#, JavaScript, Java.
 - **Frontend:** Angular, Astro, Tailwind CSS, Bootstrap
 - **Backend:** ASP.NET Core (MVC, Web API), [Node.js](#)
 - **Databases:** SQL Server, MySQL, MongoDB, Oracle
 - **Cloud:** Microsoft Azure (Web Apps, Containers, Functions, SQL DB), IIS.
 - **UX/UI Design:** Figma.
 - **Tools & Practices:** Jira, Git, Agile/Scrum, CI/CD, Dynamics 365.
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LANGUAGES

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