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Douglas González Ortiz

I'm passionate about technology and software development, with skills to analyze and build software solutions for business needs. Proactive, hardworking and autodidact, and I keep myself updated on the latest industry trends and tools. Skills to work in a team, learn from my mistakes and continuously improve my skills.

EXPERIENCE

Technical Support Engineer Stage 2 at Tek Experts - Microsoft

August 2023 - Present [Costa Rica, Cartago]

RESPONSIBILITIES AND ACHIEVEMENTS

- Communicate with end users/system administrators/solution integrators via phone, email or chat to identify, diagnose, and troubleshoot their needs, as well as set expectations and deliver guidance on resolving the issue.
- Maintain documentation for all cases including queries, process steps, and resolutions consistent with customer commitments, prescribed protocols, and processes.
- Utilize X++ coding proficiency and SQL Server expertise to troubleshoot technical issues efficiently. Identify and debug system anomalies by inspecting X++ code, and employ SQL queries to address database-related concerns.

Junior Developer at MAPFRE Seguros Costa Rica

2022 - July 2023 [Costa Rica, San José, San Pedro de Montes de Oca]

RESPONSIBILITIES

- I worked as a team with other developers, and we collaborated with other departments to ensure that the systems met user and business requirements.
- I performed testing, debugging and code analysis to ensure and improve the quality and functionality of the systems.
- Use the SCRUM framework and agile methodologies to develop interactive educational content and manage projects efficiently.

ACHIEVEMENTS

- Performed a complete migration of the web application design, improving the reading of data for the user by rewriting code in HTML, CSS and Bootstrap.
- Improved and upgraded the company's existing systems using C# Model-View-Controller (MVC), implementing new features to increase efficiency and functionality.

- I designed and developed a complete new product for MAPFRE's clients using HTML, CSS and JavaScript, and integrated it with existing functionalities to create a more complete and user-friendly product.
- Implement sites with new technologies such as Angular and ASP.NET Core. I took training to familiarize myself with these technologies and get the most out of them.

TECHNICAL SKILLS

Angular	ASP.NET Core	SSMS
React	Node.js	MongoDB
C#	JavaScript	Git

SOFT SKILLS

Fast learner	Creativity	Project management
Problem solving	Effective communication	
Team player	Adaptability	

PERSONAL PROJECTS

Personal Portfolio - <https://douglasg04.github.io/portfolio.app/>

I developed a personal portfolio using technologies such as Angular to showcase my personal skills and achievements.

The portfolio is presented through a remote web page and shows all evidence of work, work experience, academic background and technical skills.

EDUCATION

Baccalaureate and medium technician in Software Development at Maximo Quesada Technical High School

2019-2022 [San José, Patarrá]

Baccalaureate Software Engineering at CENFOTEC

May 2023 - In progress [Costa Rica, Av Central, Francisco Peralta, San José]

LANGUAGES

Spanish, English