

# Douglas González Ortiz

Email: [dg367077@gmail.com](mailto:dg367077@gmail.com) | LinkedIn: [linkedin.com/in/douglas-gonzalez](https://www.linkedin.com/in/douglas-gonzalez) |

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

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

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## Professional Summary

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

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## 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.

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## **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.

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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

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## **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.

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## **LANGUAGES**

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