

Gustavo Camacho / Bilingual English, Spanish

Software Engineer | Python & React Developer

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Summary

Dedicated software engineering student with a strong foundation in Python, Django REST Framework, React, and SQL, complemented by hands-on experience in developing and deploying full-stack web applications. Skilled in backend API development, relational databases, data analysis, and process automation for operational improvements. Experienced in data-driven decision-making through trend analysis and dashboard reporting. Proficient in tools like Excel and Power BI for business process optimisation. Passionate about creating efficient, impactful software and data solutions to support operational and strategic objectives.

Education

University of Science and Technology of Latin America (ULACIT)
- Bachelors of Software Engineering and Computer Science

September 2023 - Current

Experience

Concentrix, San Jose, Costa Rica
Call Center Agent

March 2025 - May 2025

- Provided professional assistance to over 60 customers daily, addressing inquiries, complaints, and service requests in English
- Developed strong communication and problem-solving skills by resolving customer issues efficiently and empathetically.
- Maintaining an average customer satisfaction score of 92% to date.

Freelance Job, San José, Costa Rica
Python Developer (Intern)

January 2024 - July 2024

- Developed a restaurant inventory management system using Python, Flask, and MySQL, optimizing workflow by 70%.
- Implemented key features to identify duplicate products and improve data organization within the database.
- Collaborated with a team to analyze client requirements and design user-friendly interfaces that enhanced the user experience.
- Produced clear and precise technical documentation to ensure system maintainability.

Delirio House, San José, Costa Rica
Service Sub-Captain

July 2022 - March 2025

- Led a team of six staff members, coordinating daily operations and ensuring exceptional customer service delivery.
- Resolved customer complaints efficiently, maintaining a 95% satisfaction rate and enhancing overall dining experiences.
- Streamlined team workflows, improving service efficiency and reducing wait times by 20%.
- Trained and mentored new employees, fostering a collaborative and customer-focused work environment.
- Managed on-the-spot problem-solving, ensuring smooth service during high-pressure scenarios such as peak hours and events.

Projects

Full-Stack Task Management Application (Deployed)
Technologies: Django REST Framework (API), React, Next.js, PythonAnywhere, Vercel

April 2025 – May 2025

- Developed a RESTful API using Django REST Framework (DRF) to manage CRUD operations for tasks records.
- Deployed the API to PythonAnywhere, ensuring secure and reliable backend hosting.
- Created a responsive and interactive frontend application with React and Next.js for consuming the API services.
- Deployed the frontend to Vercel, providing a fully operational full-stack web application accessible online.
- Focused on clean backend architecture, secure API interaction, and dynamic frontend design for an optimized user experience.

Web Contact Management System
Technologies: Python, Flask, HTML, CSS, MySQL

April 2024 – May 2024

- Designed a web-based contact management application with features to add, edit, update, and delete contact information.
- Built an optimized HTML interface for displaying contacts in a grid format.
- Improved database workflow efficiency and gained hands-on experience with web development tools and practices.

Technical Skills

- **Programing Languages:** Python, JavaScript
 - **Frameworks & Libraries:** Django, Django REST Framework, Flask, React, Next.js
 - **Front-End Technologies:** HTML, CSS, JavaScript
 - **Data Analyst Tools:** Excel (advanced), Power BI, Pandas, Matplotlib
- **DataBases:** MySQL, PostgreSQL, SQLite
 - **Developer Tools:** Git, GitHub
 - **Deployment & Hosting:** PythonAnywhere, Vercel
 - **Core Skills:** Backend development, REST API design, full-stack application development, database