Jose Mario Salazar Morera

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Profile

Software Development student with hands-on academic experience and strong foundational knowledge in IT support, systems operation, and digital tools. Skilled in installing and configuring basic software, managing technical incidents, organizing physical asset inventories, and supporting users with clear communication and customer-oriented service. Experienced in filtering information, generating structured reports, and maintaining IT workspaces in an organized and efficient manner. Familiar with Microsoft 365, ticket tracking, and basic troubleshooting across hardware and software environments. Recognized for adaptability, teamwork, and problem-solving, with the ability to learn new systems quickly and work effectively in multicultural environments. Currently seeking an opportunity to contribute to on-site digital support operations (OSS) and expand technical experience within a corporate IT setting.

Experience

CENFOTEC |January 2024 – May 2024

SOFTWARE DEVELOPMENT STUDENT -SOFTWARE PROJECT 2

- Led the design and implementation of a healthcare-related software project following Scrum methodology. Participated in front-end and back-end development using C#, .NET, and SQL. Used Azure DevOps for source control, task tracking, and deployment.

Mobile Phone Store and Repair Services |January 2021 – February 2022

Customer Service and Sales

- Held responsibility for overseeing sales operations and delivering expert consulting services in mobile telephony. Led the customer service team to ensure consistent, high-quality technical support and client satisfaction. Managed inventory processes and directed store layout organization to maximize product accessibility and sales performance. Coordinated sales strategies and team efforts to achieve and exceed monthly targets while maintaining store standards.

CENFOTEC |January 2021 – May 2021

SOFTWARE DEVELOPMENT STUDENT -SOFTWARE PROJECT 1

- Responsible for leading and coordinating a software development project focused on creating a web platform for pet owners to connect with various pet-related services. In charge of assigning tasks, tracking project progress, and ensuring team collaboration throughout the development cycle. Contributed to front-end and back-end development using HTML, CSS, JavaScript, and MongoDB for database management. Oversaw feature planning, user experience design, and integration of service functionalities to ensure a user-friendly and functional platform.

Education

CENFOTEC University | Bachelor's in Software Development Engineering | (2020 – Present)
CENFOTEC University | Software Development Technician | (2020 – 2023)
INTENSA | English language learning program (56 weeks, 840 hours of oral practice) | (2019 – 2020)

Certifications

CISCO Networking Academy | Introduction to Networks | (2020)
VMedu | Scrum Fundamentals Certification (ID:878762) | (2021)

Soft Skills

- Effective verbal and written communication
- Adaptability and flexibility.
- Teamwork
- Leadership
- Problem-solving

Technical skills

- **Programming & Databases:** Java, JavaScript, C#, SQL, HTML, CSS.
- **Cloud & Infrastructure:** Familiar with Azure DevOps, cloud environments, and remote collaboration tools.
- **Data & Analytics:** Basic experience with database management, reporting, and data visualization concepts.
- **Methodologies:** Understanding of Agile frameworks (Scrum) and cross-functional teamwork.
- **Problem Solving:** Strong analytical mindset for technical troubleshooting and process improvement.

Languages

- **English:** C1 **Spanish:** Native