



# Marlon Geovany Castro

Junior Web Developer

## 👤 Profile

IT professional, with advanced programming skill, plus 3+ years of demonstrated knowledge and experience in immediate customer service solutions.

Willing to apply knowledge based on React JS, Node Js and MySQL databases.

## 💼 Employment History

### Service Desk Engineer at Intersection

July 2021 — Present

I manage issues throughout their life-cycle, beginning from the first point of contact until it is resolved. During this process, I need to keep our clients abreast of the progress.

We need to manage technical knowledge about the functioning of the units of Intersection in which many of the situations we need to work along for a solution with the SRE team or network team.

### Customer Service Representative at Amazon

October 2018 — April 2021

I provided solutions to customers with issues related to their accounts, purchases, or the use of our website, prioritizing the best solutions to solve their requirements within the margins of agreement of the use of Amazon.

## 🎓 Education

### College Degree in Informatic Engineering, CEUTEC

January 2019 — Present

### High school degree in information systems, Liceo Brassavola Nacional

February 2013 — November 2016

## 📄 References

References available upon request

## Details

San Pedro Sula

Honduras

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Date / Place of birth

March 2nd, 1999

San Pedro Sula, Cortes

Nationality

Honduran

## Links

[Linkedin](#)

[Github](#)

## Skills

ReactJS

Node.js

HTML/CSS/JavaScript

TypeScript

MongoDB

MySQL

## Languages

Español

English

## Hobbies

Photography