

# Ian Miranda Castellón

Alajuela, Costa Rica

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Software Engineer with experience developing and supporting systems using C# and .NET. Has worked on optimizing backend logic and SQL queries, resolving production issues, and implementing secure authentication mechanisms for internal applications. Known for being proactive and comfortable collaborating across teams.

## WORK EXPERIENCE

### Imagine Software Solutions S.R.L

*Jr Software Engineer – Support*

Remote | May 2025 - Present

- Reduced Unit ID editing time by approximately 22% by eliminating unnecessary nested loops in C# logic and optimizing a SQL stored procedure to remove redundant queries.
- Upgraded a shared API endpoint used by NetSuite and customers to process and validate multiple units per request, improving processing efficiency by approximately 25%.
- Built a FAQ page in our system that reduced repetitive questions in support channels by approximately 44%, improving information accessibility for users.
- Implemented a JWT based authentication system using HTTP-only, Secure, and SameSite cookies for a new internal application.
- Resolved production issues and bugs by analyzing logs, reproducing failures, and applying targeted fixes in backend code.
- Improved data consistency by helping integrate internal systems with NetSuite, implementing backend logic and JSON templates for API based data synchronization.

### Magic Solutions

*Jr Help Desk Support*

Jaco, Puntarenas | Dec 2024 - Apr 2025

- Collaborated with the development team to create user stories defining web solutions based on client needs.
- Provided technical guidance and support to clients, ensuring seamless integration of new technologies.
- Worked with customers to determine the most appropriate hardware based on current and future requirements.
- Helped troubleshoot technical issues on clients and our own equipment.

## SKILLS

**Programming & Backend:** C#, .NET, Java, REST APIs.

**Databases:** Microsoft SQL Server, MySQL, Oracle.

**Cloud & DevOps:** Azure, AWS, Kubernetes.

**Frontend & Supporting:** JavaScript, HTML, Razor, Bootstrap, Tailwind CSS, React, Node.js.

**Version Control & Tools:** Git, GitHub, Visual Studio, NPM, ViteJS, HeidiSQL.

**Languages:** Spanish (Native), English (B2).

## EDUCATION

### Universidad de Costa Rica

Costa Rica

*Bachelor's Degree - Computer Science and Media Technology*

Mar 2021 - Dec 2025