



SHANTY CERDAS

SOFTWARE DEVELOPER

Software Engineer with a solid background in software development and hands-on experience at Amazon. I have strong experience with TypeScript, C#, .NET, React, Node.js, and AWS, along with previous experience in Java, C++, and Python.

My foundation in programming languages and modern technologies has been built through personal and professional projects. Passionate about solving complex problems, I apply software design patterns, agile methodologies, and full-stack development practices, including both frontend and backend technologies.

As a proactive self-learner studying Japanese, I am eager to leverage my technical skills to contribute to innovative solutions in a collaborative environment.

EXPERIENCE

SOFTWARE DEVELOPMENT ENGINEER

Amazon

Nov 2022-Present

- Collaborated on the Zeus platform, focusing on visual maintenance and enhancements for ticket status management in the SPS department. Improved user interface elements and optimized the calculation of handle time (HT) for associates.
- Developed auto-refresher and auto-accept functionalities to streamline incoming tickets, enhancing handling speed and reducing missed contacts.
- Involved in backend maintenance, ensuring system reliability by conducting root cause analysis and implementing long-term solutions for low latency and high availability.
- Contributed to the Paragon project by developing the PWF (Problem Workflow) tool, assisting associates in diagnosing seller issues based on specific criteria to enhance workflow efficiency.
- Utilized TypeScript, JavaScript, React, and C# to maintain robust frontend and backend solutions, ensuring seamless integration and high performance.
- Applied Amazon Leadership Principles to guide decision-making and achieve high-quality outcomes.
- Participated in agile development practices, including sprint planning and daily stand-ups, fostering a collaborative team environment.

Key Projects

- Zeus Platform Update: Enhanced the user interface for ticket status updates, implementing auto-refresh and auto-click features to improve ticket handling and associate productivity.
- PWF Tool Development: Supported backend development of the PWF tool, enabling associates to diagnose seller issues more effectively and streamline their workflow.

Key Responsibilities

- Maintained optimal system operations with a focus on low latency and high availability, ensuring reliable service for associates.
- Enhanced system robustness and efficiency through code optimization, technology upgrades, and proactive maintenance practices.
- Collaborated on the design and implementation of new product features in coordination with cross-functional teams, driving project success and innovation.

Technologies Used

- Languages: TypeScript, JavaScript, C#
- Frontend Framework: React
- Development Methodologies: Agile, Scrum



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Pinares, Curridabat

TECHNICAL SKILLS

- Programming Languages: Java, C#, JavaScript, Node.js, TypeScript, C++, .NET
- Web Development: HTML, CSS, JavaScript, Node.js, React, Bootstrap
- Databases: SQL Server, PostgreSQL
- Cloud Platforms: Microsoft Azure
- Software Design: Design Patterns, Object-Oriented Programming (OOP)
- Agile Methodologies: Scrum Fundamentals
- Tools & Frameworks: Visual Studio, Git, GitHub, Azure DevOps

LANGUAGE

- Spanish: Native
- English: 85%
- Japanese: Beginner level

EDUCATION

CENFOTEC University
Bachelor's Degree in
Software Engineering
• 2022 – 2025