Andrey Arroyo Gómez

Computer Engineer •San José, Costa Rica •andreyarroyo02@gmail.com • 8376-2583

Education

Universidad Metropolitana Castro Carazo   San José
Bachelor' s Degree, Computer Engineering.   2021-2024
Relevant Coursework: Programming Languages and Environments: HTML, CSS, C#, Java, JavaScript, ASP.NET MVC
Database Management: Oracle, SQL Server
Computer Science Fundamentals: Data Structures, Computer Networks, Project Formulation
Colegio Técnico Profesional de Alajuelita   Alajuelita
Business Informatics: Principles and applications of information technology in business environments   2020

Experience

Simetria Digital   Remote
 Intern Software Engineer   Sep 2024- Dec 2024
- **Developed** and launched a **full-stack application**, overseeing **database design**, **backend architecture**, and **user interface implementation**, delivering a **robust** and **scalable product**.
- **Collaborated** with cross-functional teams in a **SCRUM** environment to optimize **application performance** and architecture, utilizing **agile practices** to accelerate development and enhance **user experience**.
- **Engineered backend** and **frontend features** using **.NET Core**, **React**, and **MySQL**, ensuring **high performance**, **maintainability**, and **seamless integration** across platforms.
- Participated in **code reviews** and **sprint planning**, ensuring adherence to **coding standards**, improving **code quality**, and contributing to the continuous enhancement of the application.
- Applied **problem-solving skills** to identify and resolve **technical challenges**, enhancing **system reliability**, and improving **user satisfaction**.

Amazon   Remote
Customer Service Representative   Jun 2022 – March 2024
- **Managed** customer escalations requiring **supervisor intervention**, achieving a 95% resolution rate and maintaining positive feedback from customers, highlighting effective **leadership** and **problem-solving** skills.
- Provided **technical support** to agents handling **complex issues**, with a resolution time 20% faster than the average, underscoring expertise in **mentoring** and **team support**.
- Offered **guidance** and advice to colleagues, resulting in a significant improvement in team performance and a 15% reduction in resolution times, reflecting strong **mentorship** and **process improvement** abilities.
- **Analyzed** and resolved **high-priority technical issues**, leading to a 30% increase in **customer satisfaction scores**, demonstrating **analytical** and **decision-making** skills.
- **Coordinated** with cross-functional teams to resolve **operational challenges**, ensuring smooth support operations and effective **communication** across departments.

Skills & Interests

Technical:
> **Programming Languages**:
> HTML/CSS: Advanced
> JavaScript: Intermediate
> React: Intermediate
> C#: Intermediate
> Java: Intermediate

Languages: Spanish: Native. English: C1
Interests:
> **Fitness Enthusiast:** Regularly attending the gym and engaging in various exercise routines to maintain physical health and discipline.