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| Daniel Castro | |
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| CONTACT Phone icon 916-642-2008  Email icon dcast0607@gmail.com  Globe icon github.com/dcast0607 | | | Professional Summary Driven individual with 3+ years of experience in the eLearning management space. Equipped with a track record of success in going above and beyond to ensure that clients are satisfied with the technical solutions we provide for them. This includes scoping a project, working with the engineers to implement the project, and testing to ensure that there are no issues with the project.  Proficient in digesting third party documentation and working internally to leverage this documentation to expand the capabilities of the eLearning management platform. | | |
| SKILLS  * C++, Javascript, HTML, CSS, Python, Postgressql, Mysql, C#, Mondodb * **Tools And Services:**  Heroku, Trevor, Zube, Elev.Io, Coralogix, Postman, Soapui, Salesforce * Familiar with many API platforms and webservices * **Exposure to:  Ruby on Rails, React, Angular** | | | EXPERIENCESr. Support Engineer / *March 2022 - Present* Blue Sky eLearn / San Diego, CA   * Triaged incoming bug reports for Blue Sky eLearn’s flagship eLearning platform, Path LMS. * Prioritized and escalated incoming bug reports and requests relating to our integrated clients. * Investigated bug reports and requests so that I could provide these notes to engineers to address the bugs or implement the requests. * Scoped out new integration platforms by reviewing third-party documentation, working with the engineering team to implement additional integrations, and tested these updates to ensure that the new integration platform works correctly. * Met with clients to discuss their needs and work through solutions. * Worked alongside our sales team to ensure that the solution we built for clients would satisfy their needs. * Created and updated internal documentation, user-facing documentation, and client-facing documentation with respect to our integrated platforms. * Helped increase the efficiency of our existing integrations to ensure that we provide a stable product.  Best Buy - Mobile Apple Master / *March 2017 – November 2019* Best Buy / San Diego, CA   * Assist in recommending a complete solution including mobile carrier, phone plan, mobile device, accessories, and mobile protection. * Presenting the customer with a value proposition to purchase a complete package. * Troubleshoot issues relating to mobile network connectivity, as well as diagnosing issues relating to the hardware and software of mobile phones. * Assist in managing quarterly reports, mentoring and training colleagues, and providing conflict resolution for more complicated issues relating to the overall customer service experience. | | |
| EDUCATION ***Bachelor of Science – University of California San Diego***  **Major:** Biochemistry and Computer Science  **Minor:** Spanish June 2014 – June 2020  ***[In Progress] UCSD Extension Bootcamp*** Full Stack Developer Program March 2022 – September 2022 | | |