Diana Carolina Pasos Sevilla
Web development & design

San José, Costa Rica | dpasoss@outlook.com | (+506) 8977-7836 | LinkedIn:
http://www.linkedin.com/in/dianapasossevilla

Profile

Web Developer with a strong background in building efficient digital workflows, knowledge systems, and user-centered solutions. Skilled in HTML, CSS, JavaScript, and SQL, with hands-on experience designing internal wikis, forms, and automated processes that improved usability and team efficiency. Brings a unique blend of technical expertise, analytical problem-solving, and process optimization, gained from 3+ years in a fast-paced, data-driven environment. Passionate about creating intuitive, responsive, and scalable web solutions.

Technical Skills

Languages & Frameworks: HTML, CSS, JavaScript, SQL.

Tools & Platforms: Visual Studio, GitHub, SharePoint, Microsoft Office.

Design & UX: Figma, Canva, Responsive Design, User Experience (UX) Principles.

Education

CENFOTEC University   San José, Costa Rica
Web Development and Web Design   August, 2025

Universidad Libre de Costa Rica (ULICORI)   San José, Costa Rica
Musical Education Degree   June, 2022

Work Experience

Amazon Support Services   San José, Costa Rica
Fraud Investigator Specialist |Customer Service Specialist   April, 2021 - Current

- Applied advanced **KYC (Know Your Customer)** and **AML (Anti-Money Laundering)** methodologies to authenticate merchants, validate identities, and proactively detect fraud patterns, reducing copyright violations and fraud risk by **99.9%**.

- Conducted **data-driven analysis** to identify inconsistencies and policy violations, ensuring compliance and safeguarding account health across thousands of digital transactions.

- Spearheaded initiatives to improve **buyer–seller communication**, crafting clear and effective messaging that reinforced compliance and strengthened trust in the platform.

- Designed and maintained the back-end structure of internal knowledge wikis, leveraging **HTML and CSS** to improve navigation and deliver a better **user experience (UX)** for global investigation teams.

- Built and optimized workflow forms (GWFs) to standardize processes, ensuring consistency, usability, and compliance across investigation teams.

- Proposed and implemented SOP improvements, creating scalable documentation that streamlined operations, enhanced accuracy, and increased overall productivity.

-Served as a Subject Matter Expert (SME), mentoring peers, supporting onboarding, and developing **training materials and digital resources** that accelerated learning and improved quality outcomes.

- Championed employee engagement initiatives, creating **digital content, recognition programs, and knowledge-sharing sessions** that strengthened collaboration, morale, and cross-team efficiency.

- Delivered outstanding **customer service and stakeholder support**, demonstrating strong communication, problem-solving, and conflict-resolution skills in a fast-paced, metrics-driven environment.

Core Competencies

Investigation and Risk Management, Operational Efficiency and Process Optimization, Team Collaboration and Relationship Building, Training, Coaching and Knowledge Development, Problem Solving and Critical Thinking, Adaptability, Multitasking and Continuous Learning.

Languages

Spanish - Native | English C1