# JUAN DAVID RODRIGUEZ CASTELBLANCO

Software Developer

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## PROFILE

Software Developer with experience supporting and enhancing enterprise .NET applications. Proven track record of resolving production issues, automating workflows, and collaborating across Agile teams. Comfortable balancing support and development tasks, working independently, and communicating effectively with stakeholders. Hands-on with CI/CD (Jenkins, GitHub Actions), cloud services (AWS, GCP), and troubleshooting across Windows and Linux systems.

## SKILLS

- Languages & Frameworks: C#/.NET, Java, JavaScript (ES6+), REST APIs, Microservices, OOP
- Support & Dev Tools: Visual Studio, IntelliJ, Git, Jenkins, Maven, Docker, Apache, NGINX
- Databases: PostgreSQL, MySQL, MongoDB, DynamoDB, PL/pgSQL
- Infrastructure & Cloud: AWS (Cognito, ECS, ECR, S3, DynamoDB)
- Collaboration & CI/CD: JIRA, Confluence, Agile/Scrum, GitHub Actions, Jenkins Pipelines
- OS & Systems: Windows, Linux (Troubleshooting), macOS

## EXPERIENCE

**Professional Development**, Toronto, Ontario                                   *April 2024 – Present*
- Enhancing .NET ecosystem knowledge through focused learning and practical application
- Building custom applications using object-oriented design principles and Visual Studio
- Practicing CI/CD workflows with Jenkins integration for automated testing and deployment
- Developing troubleshooting skills for complex production issues in enterprise applications
- Currently pursuing a B.Eng. in Software Engineering online at Politécnico Grancolombiano, Colombia

**Application Developer (Co-op)** at Government of Ontario                  *September 2022 - April 2023*
- Managed and resolved 150+ monthly support tickets with a high customer satisfaction rate
- Used Visual Studio and .NET technologies to maintain and troubleshoot government applications
- Created detailed documentation for recurring procedures and technical solutions in Confluence
- Collaborated with QA teams to identify and resolve critical bugs during system testing cycles
- Utilized JIRA for tracking issues and managing development tasks across multiple projects

**Technical Support Engineer** at Hispanotech, Toronto, Ontario            *January 2022 – August 2022*
- Provided first and second-tier technical support for hardware, software, and network issues
- Diagnosed and resolved software application issues using object-oriented troubleshooting methods
- Participated in daily scrum meetings to report support progress and collaborate with development teams
- Used JIRA for ticket management and tracking resolution progress
- Communicated effectively with users to understand issues and explain technical solutions

## PROJECTS

**Enterprise Microservice Platform**        GitHub: *https://github.com/jdcastel/Microservice-fragments-Cloud-Computing*
- Engineered and deployed a high-performance microservice platform with robust CRUD operations for scalable, secure data management; streamlined deployments via Docker and CI/CD pipelines.
- *Tools: AWS (Cognito, ECR, ECS, S3, DynamoDB), Docker, CI/CD*

## EDUCATION

**Advanced Diploma in Computer Programming and Analysis**, Seneca Polytechnic, Toronto, Ontario       *2021 – 2024*
Honors: Summer and Fall 2023 semesters | Relevant Coursework: Cloud Infrastructure, Database, DevOps Practices.

**B.Eng. in Software Engineering**, Studying Online, Politécnico Grancolombiano, Colombia            *Expected 2026*

**Certifications:** Platzi Online Technology Education Platform – Advanced Algorithms: Array and String Patterns, REST API with JavaScript, Object-Oriented Programming