JUAN DAVID RODRIGUEZ CASTELBLANCO

Application & IT Support Specialist

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PROFILE

Software Engineer with 2+ years in application support, IT support, and help desk roles. Adept at diagnosing hardware/software issues, managing incident lifecycles, and delivering timely resolutions. Strong communicator, experienced with mainframe concepts, and passionate about leveraging technical expertise to optimize user experiences and system performance.

SKILLS

- Technical Support & Help Desk: Ticket triage, incident resolution, user communication, CLI troubleshooting
- Languages: Python, SQL, JavaScript (ES6+), TypeScript, Java, C#/.NET, PostgreSQL, MongoDB
- Systems & Tools: Windows, Linux, Docker, AWS (S3, ECS, Cognito), GitHub Actions, microservices
- Ticketing Systems: JIRA, ServiceNow
- Mainframe Concepts: Basic understanding of z/OS operations and TSO/E
- Practices: Agile/Scrum, TDD, version control (Git)

EXPERIENCE

Application Support (Co-op) at Government of Ontario   *September 2022 - April 2023*

- Developed and maintained SQL views, stored procedures, and error-handling queries to streamline data diagnostics.
- Built real-time monitoring dashboards using Grafana and CloudWatch to alert teams on service anomalies.
- Automated test scripts with Playwright and Jest, reducing manual regression testing time by 40%.
- Conducted root cause analysis on recurring incidents, reducing repeat issues by 25%.
- Created runbooks and knowledge base articles in Confluence for quick reference by support teams.
- Assisted with application deployments and rollback procedures during maintenance windows.

IT Technical Support Engineer at Hispanotech, Toronto, Ontario   *January 2022 – August 2022*

- Provided first- and second-tier desktop and network support for 200+ users across multi-tenant environments.
- Diagnosed hardware failures, performed OS installations, and configured workstations using MDT imaging.
- Analyzed system logs and CLI outputs (Linux and Windows) to resolve incidents within 30 minutes on average.
- Authored Python and Bash scripts to automate daily health checks and backups, cutting manual tasks by 30%.
- Escalated complex cases to specialized teams and tracked progress in ServiceNow until resolution.
- Delivered user training on new software rollouts and maintained version control documentation.

PROJECTS

Chronicle App (Social Journal Application) Live: https://chronicle-web-app-eight.vercel.app/

- Built a multi-tenant MERN app with Next.js and Redux; designed intuitive travel journals and forums in Figma. Enhanced performance using TypeScript and testing tools.
- *Tools: MongoDB, Express.js, React, Node.js, Next.js, Redux, TypeScript, Figma, Vercel*

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 (In Progress), Politécnico Grancolombiano, Colombia   *Expected 2026*

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