

# Justin Castillo

juscas777@gmail.com | LinkedIn

## Objective

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Motivated and adaptable professional transitioning into IT, bringing hands-on experience in customer service, operational documentation, and foundational IT skills. Proven ability to manage systems and maintain organized workflows in fast-paced environments with a service-oriented mindset and hands-on technical experience.

## Training

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### Dev/Mission

Sept. 2025 - Dec. 2025

- Tech Pre-Apprenticeship Program

## Certifications

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### Coursera

2025 - Exp. 2026

- Google Cybersecurity Certificate

## Skills

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- **Software:** Google Workspace, Microsoft Office, HTML, CSS, Javascript, Airtable, Bootstrap, Figma, Arduino IDE, Windows 10, macOS, Zendesk, Linux, SQL, Bash
- **Tools:** Network Cabling, Cable Toner, Probe Tester, Cable Striper, Crimping Tool, Soldering, Breadboard, Circuits, Arduino, Buttons, Sensors, LCD, IR Remotes, LEDs
- **Languages:** Cantonese (beginner)
- **Other:** Data entry, Answering phones, Inventory management, Customer service, Adaptability, Punctuality

## Projects

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### Webpage Development Project | *Dev/Mission*

Sept. 2025 - Dec. 2025

- Designed and developed a responsive song lyrics website with HTML and CSS.

### Pedestrian Crossing Arduino Project | *Dev/Mission*

Sept. 2025 - Dec. 2025

- Developed pseudocode for traffic lights with a walk button, and successfully implemented code into an Arduino using Arduino IDE software.
- Set-up Arduino with wires, LEDs, resistors, and a push button all connected to a breadboard.

## Experience

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### Pre-Apprenticeship Trainee | *Dev/Mission*

Sept. 2025 - Dec. 2025

- Learned hands-on IT skills such as taking apart and reassembling PCs, Windows/macOS installation, network cabling, tech support, ticketing systems, and demonstrated the ability to make a working patch cable.
- Developed proficiency with HTML, JavaScript, CSS, Bootstrap to program multiple fully functional web pages.

### Laundry Worker | *Shermanson Laundromat*

Mar. 2025 - Sept. 2025

- Managed daily operations and streamlined workflow independently in the absence of the manager to ensure continuous service in a fast-paced environment.
- Maintained and reviewed financial records, accurately documented transactions, and organized accounting spreadsheets demonstrating attention to detail and data entry proficiency.
- Facilitated customer communication via phone and in-person interactions, resolving service issues promptly with friendly and professional service.

### Retail Sales Associate | *CVS Health*

Nov. 2024 - Mar. 2025

- Provided front-line customer service, resolving product and checkout issues quickly and professionally—parallel to Tier 1 IT support responsibilities.
- Operated, troubleshooted, and maintained self-checkout systems and registers, reporting hardware/software malfunctions for timely repair.
- Processed UPS package pickups/online orders, managing digital systems for tracking and logging customer data.