

Justin Castillo

juscas777@gmail.com | (415) 678-6152 | LinkedIn

Objective

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

Training

Dev/Mission

- Tech Pre-Apprenticeship Program

Sept. 2025 - Dec. 2025

Certifications

Coursera

2025 - Exp. 2026

- Google Cybersecurity Certificate

Skills

- **Software:** Google Suite, Microsoft Office, HTML, CSS, Bootstrap, Arduino IDE, Windows 10, macOS
- **Cybersecurity:** Linux Command Line, SQL, CIA Triad,
- **Tools:** Soldering, Breadboard, Circuits, Arduino
- **Languages:** Cantonese (beginner)
- **Other:** Data entry, Answering phones, Inventory management

Projects

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

Pre-Apprenticeship Trainee | *Dev/Mission*

Sept. 2025 - Dec. 2025

- Learned IoT and hands-on skills like soldering, using hardware like Arduinos and breadboards, and proved my skills with projects.
- Developed proficiency with HTML, JavaScript, CSS, Bootstrap to program multiple fully functional web pages.

Laundry Worker | *Shermansonia 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, troubleshoot, and maintained self-checkout systems and registers, reporting hardware/software malfunctions for timely repair.
- Processed UPS package pickups and online orders, managing digital systems for tracking and logging customer data.

