

# MARCOS MORALES

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## PROFESSIONAL EXPERIENCE

### OfficeSpace Software

San José, Costa Rica

#### Software Engineering Internship

07/2024 - 12/2024

- Gained hands-on experience in full-stack web development using React and Ruby on Rails.
- Managed and resolved tickets and incidents, collaborating closely with developers to ensure timely solutions.
- Worked as a Software Development Engineer in Test (SDET), validating and testing code written by other developers to ensure adherence to quality standards.
- Wrote and executed RSpec tests covering 85% of new features, reducing post-release bugs by 50%.

### DuckStudios

San José, Costa Rica

#### Software Engineering Internship

01/2024 - 06/2024

- Enhanced chatbot workflows and integrated REST microservices, increasing user interaction by 18%.
- Automated workflows using Zapier to improve process efficiency and reduce manual tasks.
- Optimized frontend codebases, reducing technical debt by 30%.
- Collaborated on the development and maintenance of Windows Forms applications, contributing to internal tool improvements.
- Successfully migrated infrastructure from AWS to Banahosting, cutting operational overhead by 40%.
- Developed and maintained websites using WordPress, enhancing functionality and user experience.

### Amazon

Remote

#### Customer Support Representative

01/2020 - 01/2021

- Provided first-level technical support across chat, phone, and email using Salesforce and internal ticketing systems.
- Handled, escalated, and resolved support cases through ServiceNow, ensuring accurate documentation and fast turnaround.
- Troubleshoot device, account, and network issues across Windows and Unix-based systems.
- Used PowerShell and command-line tools to diagnose system configuration issues and assist customers with technical workflows.
- Collaborated with second- and third-tier support teams, ensuring smooth case escalation and clear communication.

## EDUCATION

### Cenfotec University

San José, Costa Rica

#### Technician, Software Engineering

2021 - 2022

### Cenfotec University

San José, Costa Rica

#### Bachelor, Software Engineering

2023 - 2026

## TECHNICAL SKILLS

- **Programming Languages:** JavaScript, Python, Java, C#, Ruby
- **Frameworks:** React, Next.js, AngularJS, Node.js, Ruby on Rails, .NET, Windows Forms, Bootstrap, Tailwind
- **Databases:** SQL, MySQL, PostgreSQL, NoSQL, MongoDB, Redis
- **Project Management & Tools:** Jira, Bitbucket, GitHub, Azure DevOps, Agile Methodologies, SCRUM, SAP Commerce Cloud, Salesforce, ServiceNow, Ticketing Systems
- **Operating Systems:** Windows, Unix/Linux, macOS
- **Networking & Security:** IP, HTTP/S, DNS, SSH, SSL/TLS, FTP, Endpoint Security
- **Cloud Platforms:** AWS, Azure, GCP
- **Infrastructure & Utilities:** Docker, Git, Postman, Insomnia, SQL Data Modeler, Microsoft SQL Server Management Studio, VSCode

## LANGUAGES

- **Spanish:** Native
- **English:** C1