Samuel Madrigal Ulate

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TECHNICAL SKILLS

- Front-end Development: JavaScript, React.js, Tailwind CSS, HTML, CSS.

- Back-end Development: Python, Django, MySQL.

- Development Methodologies: Scrum, Agile.

- Azure Cloud Services: Azure AD B2C, Account Management, AAD Synchronization.

WORK EXPERIENCE

TEK EXPERTS – AZURE DEVELOPER TECHNICAL SUPPORT ENGINEER LEVEL II   **Oct 2022—Present**

- Designed and troubleshooted custom policies in Azure B2C to provide a smooth and personalized user experience during registration, login profile.

- Identified, reproduced, and diagnosed software bugs within ReactJS websites integrated with Azure AD B2C.

- Conducted customers through code reviews to ensure adherence and fine tuning to best practices, security standards, website performance optimization.

- Utilized Kusto queries and diagnostic tools for capturing and analyzing error logs, traces, and other diagnostic information for resolving bottlenecks and errors.

- Acted as an escalation point for critical incidents, providing technical guidance and expertise to entry-level support engineers.

AUXIS CONSULTING AND OUTSORCING – SERVICE DESK ANALYST   **Jun 2021—Sep 2022**

- Provide exceptional customer service and technical support to a diverse user base, resolving technical issues and inquiries via phone, email, and remote assistance tools.

- Actively contribute to team initiatives aimed at improving support processes, such as developing standardized templates for technical documentation and implementing a centralized knowledge base.

EDUCATION

Universidad Fidélitas – Heredia, Costa Rica   **2022—Present**

- Software Development Engineering bachelor's degree.

Colegio Técnico Profesional CIT – Heredia, Costa Rica   **2014—2020**

- Software Engineering Medium Technician.

RELEVANT COURSEWORK

IBM Introduction to Software Engineer – IBM Python for Data Science & AI META Introduction to Back-End Development - NETACAD Python Programming – IBM-Introduction to C# Programming and Unity – IBM Hands-on Introduction to Linux Commands and Shell Scription.

LANGUAGES

English C1 – Portuguese B1 – Japanese A1