

Mauro M Castillo III

U.S. Citizen | Bilingual (English & Spanish)

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SUMMARY

Dedicated leader with comprehensive software engineering, account management, and sales administration experience. With 15+ years of experience in sales administration, I also obtained a bachelor's in software engineering. Highly motivated and passionate for success by providing great customer service, effective account management, and technical expertise. Currently pursuing MBA in IT at Western Governors University.

PROFESSIONAL EXPERIENCE

Android Developer Intern – Wazzle AI | Dallas, TX January 2024 – October 2024

- Assisted in the development and optimization of 10+ mobile app features in collaboration with cross-functional teams, resulting in a 20% increase in user satisfaction and app performance
- Integrated remote data using REST APIs and JSON, leveraging third-party libraries to ensure 99.9% uptime and seamless interactions with external data sources
- Led full mobile development life cycle, from coding to testing and debugging, consistently reducing app crash rates by 15% through robust development practices and performance optimization

Sales Administration Manager – Pecan Grove Farms | Dallas, TX August 2022 – January 2023

- Improved sales operations efficiency by 15% and reduced overhead by 10% through optimized logistics and procurement
- Enhanced data accuracy by 20% with automated testing frameworks and data analytics, providing actionable insights into customer trends
- Streamlined CRM usage, boosting team productivity by 25% by resolving NetSuite infrastructure issues
- Orchestrated lead generation efforts at trade shows, driving a 20% increase in new business by cultivating high-value relationships and securing key partnerships

Sales Administrator – Sanwa Technologies | Plano, TX January 2017 – August 2022

- Enhanced decision-making through the development of detailed ZOHO reports and Excel/SQL dashboards, driving 25% more accurate quarterly reviews for business strategy planning
- Improved team coordination and vendor communication, resulting in a 10% reduction in shipment errors and a 5% increase in customer satisfaction
- Acted as the liaison between multiple departments, boosting cross-department collaboration by 30%, which led to improved overall operational efficiency

Sales Administrator – KidKraft, LLC | Dallas, TX August 2007 – December 2016

- Managed and grew small-cap accounts successfully converting them into mid and large-cap accounts, contributing to a 40% sales growth
- Developed automated Excel reporting systems to provide weekly inventory updates, which resulted in a 15% increase in customer satisfaction and a 10% improvement in retention rates
- Oversaw 3PL warehouse inventory in Canada, maintaining a 99.9% on-time shipment rate, ensuring that SLAs were consistently met, and optimizing turnover with customized Excel reports

EDUCATION

Master of Business Administration in IT | Western Governors University *Expected graduation: Dec 2025*

Bachelor of Science in Software Engineering | Western Governors University June 2022 – June 2024

SKILLS

Programming Languages: Java, JavaScript, Kotlin, Python, C++, SQL

Sales related: Salesforce, NetSuite, ZOHO, Tableau, Microsoft Suite, Google Suite, Analytics, Dashboards, Reports

Technical: React, Node.js, CI/CD, Git, AWS, Firestore, Docker, RESTful APIs, NoSQL