

Mauro M Castillo III

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

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EDUCATION

M.B.A. IT Management | Western Governors University

Dec 2024 – Expected Dec 2025

Technical Coursework: IT Project Management, Financial Management, Accounting, Data-Driven Decision Making, IT Strategic Solutions, IT Management Capstone

Non-Technical Coursework: Marketing, Ethical Leadership, Managing Human Capital, Managing Organizations and Leading People, Global Economics for Managers

B.S. Software Engineering | Western Governors University

Jun 2022 – Jun 2024

Technical Coursework: Scripting and Programming, Web Development, Applied Probability & Statistics, Data Structures & Algorithms, Data Management, JavaScript Programming, Software Security & Testing, Mobile Application Development (Android)

Non-Technical Coursework: IT Leadership Foundation, Systems Thinking, Applications in Business, Technical Communication

WORK EXPERIENCE

Android Developer Intern | Wazzle AI

Jan 2024 – Oct 2024

About: *Wazzle AI is an AI powered personal CRM created to help people strengthen their connections and network*

- 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, using Android Studio, **Kotlin**, & **Java**
- 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
- Followed **Agile/Scrum** development practices and utilized **Git** for version control management and code reviews

Software Engineer Apprentice | HeadStarter

Jul 2024 - Sep 2024

About: *HeadStarter is a full-time 10-week program guiding cohorts through the latest tech stacks, hackathons, and AI development*

- Built and deployed 5+ **AI projects** in a team of 4 using React, Next.js, Firebase, Clerk, and Vercel, following Agile methodologies with weekly sprints, and incorporated CI/CD practices for iterative deployment
- Collaborated with and led a team of 4 to build and deploy a SaaS product that generates flashcards based on a given topic using the **OpenAI API**
- Developed a RAG-based project with a team of 3 using the OpenAI API and Pinecone that generates responses based on a provided dataset
- Participated in weekly sessions with engineers from Google, Y Combinator, Stanford, Amazon and venture-backed startups

Sales Administration Manager | Pecan Grove Farms

Aug 2022 – Jan 2023

About: *Pecan Grove Farms is a leading pecan grower and international supplier, with multiple farms across Texas*

- 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 buying trends and **KPIs**
- 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 Executive | Sanwa Technologies

Jan 2017 – Aug 2022

About: *Sanwa Technologies services the global optical market as a leading manufacturer of fiber optic equipment*

- Boosted decision-making through the development of detailed **ZOHO** reports and Excel 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, by operating as the liaison between multiple departments
- Controlled inventory and maintained precise levels to meet customer demand using ZOHO analytics to forecast buying trends, resulting in a minimum of 95% satisfaction grade from customers
- Led **contract negotiations** with customers using phone calls, emails, and in-person meetings, maintaining a 90% retention rate

Sales Administrator | KidKraft, LLC

Aug 2007 – Dec 2016

About: *KidKraft is a B2B supplier, designing and manufacturing toys, kids' furniture, and outdoor playhouses*

- Grew small-cap accounts into mid and large-cap accounts, contributing to a 40% sales growth, by proactively value selling add-ons and accessories and presenting new products to the customer
- Developed an automated Excel reporting system to provide weekly inventory updates, which resulted in a 15% increase in customer satisfaction, using **Excel Scripts & VBA**
- Oversaw 3PL warehouse inventory in Canada, maintaining a 99.9% on-time shipment rate, ensuring that SLAs were consistently met, optimizing inventory turnover
- Handled 100+ daily incoming and outgoing customer calls maintaining a positive customer experience by actively listening, identifying caller needs, providing information, and resolving issues in a fast-paced environment

PROJECTS

StockSmart | Personal Project – [GitHub](#)

Jun 2024 – Aug 2024

JavaScript, TypeScript, CSS, Vercel, Firestore, Llama3.1 API

- Developed a smart inventory management system used for keeping track of food in a pantry and used AI to generate recipes based on selected items. Deployed on Vercel with Clerk for user authentication and sign-in

WanderAI | Team Project – [GitHub](#)

Jul 2024 – Aug 2024

JavaScript, TypeScript, Next.js, Tailwind CSS, AWS EC2, Firebase, Groq API

- Led a team of 4 to develop an interactive customer support agent using Next.js and integrated a custom RAG pipeline using Groq and Pinecone that responds based on a provided company's knowledge base

BrainFlash | Team Project – [GitHub](#)

Jul 2024 – Jul 2024

JavaScript, React, Next.js, Tailwind CSS, Firebase, Stripe, OpenAI

- Collaborated to build an AI-driven study platform that automatically generates flashcards from user inputs, significantly improving study efficiency and information retention

BuddyBot | Hackathon Project - [GitHub](#)

Sep 2024 – Sep 2024

JavaScript, Python, MongoDB, AWS Lambda, Docker, Whisper, Tortoise, Redis

- Collaborated in developing a full stack intelligent application that transcribe speech to text and generates educational content aimed at children. Using meticulously crafted prompt engineering, BuddyBot bridges an essential gap in responsive AI tech for kids

SKILLS & CERTIFICATES

Programming Languages: Java • JavaScript • Typescript • Kotlin • Python • C/C++ • SQL

Frameworks: React • Node.js • Express.js • Next.js • GraphQL

Development Tools: Git • AWS • Firebase • Docker • RESTful APIs • MongoDB • Figma • CI/CD

Misc: Salesforce • NetSuite • ZOHO • Tableau • Pivot Tables • VBA • Google Analytics

- AWS Certified Cloud Practitioner
- CompTIA Project+ Certified
- ITIL Foundation in IT Service Management
- WGU Certified Front-End Developer
- WGU Certified Back-End Developer