MARIO SIERRA NERI
Computer Systems Engineering

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EDUCATION

Computer Systems Engineering (Intern)   Virtual modality
Universidad Virtual del Estado de Guanajuato (UVEG)   (November 2022 – <u>December 2025</u>)
Relevant Coursework: Successful conclusion of the Google Cloud Academy course.

Computer Technician IT   Penjamo, Guanajuato
Centro de Bachillerato Tecnológico agropecuario #105 (CBTa 105)   (August 2013 – July 2016)
Relevant Coursework: Successful completion of the Microsoft Office 2013 Certificate.

EXPERIENCE

Technician in devices and administrative services   Penjamo, Guanajuato
TecnoTrámites (business)   (October 2022 – Currently)
- Efficiently optimizing computer and mobile device maintenance times by 25%.
- Timely management of administrative activities and procedures, processing over 100 requests per month.
- Achieving 90% satisfaction through preventive advisory services and efficient problem resolution.

General Assistant   Penjamo, Guanajuato
Vulcanizado Móvil   (April 2022 – September 2022)
- Tire replacement and repair on more than 90 cars, trucks, and motorcycles per month.
- Maintenance and specialized services, reducing service times by 40% with precise adjustments.

Customer Service and Support   Benito Juarez, Mexico City (CDMX)
B&P Solutions Call Center   (May 2018 – April 2021)
- Addressing customer issues, inquiries, and complaints related to the service (Movistar).
- Reducing incidents by 37% through effective diagnostics and advisory support on device and network failures.
- Improving user service metrics, achieving 97% satisfaction based on service quality standards.

COURSES, WORKSHOPS & CERTIFICATES

Certified in **Google Cybersecurity** (160 hours) – **Google Support IT** (240 hours) – **Google Data Analytics** (240 hours)
Google Professional Certificate / INROADS   (2023 – 2024)
- Tools: Operating Systems, Wireshark, IP, Firewall, Antivirus, Terminal, SQL, Excel, Tableau, IPS, SIEM.

Certified in **Google Cloud Computing Foundations**   Duration: 40 hours
Google Cloud Academy / INROADS / UVEG   (March 2024)
- Tools: IaaS, PaaS, SaaS, Load Balancing, Python, JS, SQL, BigQuery, Cloud Functions, VM, ML, IA.

Diploma in **Full Stack Java Developer**   Duration: 270 – 300 hours
Bedu / Academia Santander   (July 2023 – February 2024)
- Tools: Java SE 17, Spring Boot 2, Spring Framework 5, Gradle, Junit, TestNG, Mockito Tool, CI/CD.

SKILLS & COMPETENCIES

Technologies: (*Office*) Microsoft Office 365, Libre Office – (*Networks*) Wireshark, Zentyal – (*Databases*) MySQL, PostgreSQL, BigQuery – (*Cloud*) Google Cloud Platform, VM Azure, OCI Oracle – (*Programming*) Java (SpringBoot, Spring Framework), PHP, JavaScript, HTML, CSS, Postman – (*Versions*) Git, GitHub – (*S.O.*) Windows, Linux (Ubuntu, CentOS 7).
Administrative services: SAT billing procedures, remissions, inventory, and information archiving.
Soft skills: Teamwork, Logical thinking, Adaptability – **Languages:** Native Spanish, English (A2 level).

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Profile Presentation.

Hello!

I am a computer professional and enthusiast, passionate about technology and determined to solve problems. Since I discovered the world of computing at an early age, I have dedicated my life to learning and applying my knowledge in various computational projects and challenges.

Throughout my career, I have acquired and developed key skills that allow me to adapt to different environments and situations, work effectively as a team, organize my resources and priorities, as well as think critically and creatively.

My goal is to continue growing and learning as a computer professional and contribute to the development and transformation of society through the use of technology (something merely complex, but possible). I am open to new opportunities and challenges that allow me to demonstrate my potential.

If you want to know more about me, you can contact me through the means of this CV.

Greetings!

- Mario Sierra Neri