

# Norberto Suaste

Software Developer

Monterrey, Nuevo León, México

+52 8131271289

Norberto.suaste@outlook.com

[linkedin.com/in/norberto-suaste-669a77292](https://www.linkedin.com/in/norberto-suaste-669a77292)

---

## WORK EXPERIENCE

### *Customer Service Agent*

- Majorel S.A. de C.V. / Teleperformance | August 2022 – August 2024 (2 years)
  - Managed and provided technical support for hotel reservations, assisting both customers and hotels/owners with reservation management. Mediated between customers and owners regarding reservation policies in case of unforeseen circumstances.
  - Detected fraudulent or unethical behavior by customers, property owners, and hotel staff.

### *Cybersecurity Intern*

- Universidad TecMilenio | August 2024 – December 2024 (6 months)
  - As an Intern, I was assigned to make reports of possible vulnerability risks on TecMilenio's mail domain
  - Made guidelines of several procedures used by Cybersecurity team

## EDUCATION

- Bachelor of Science in Software Development – Universidad Tecmilenio (Jan 2023 – Ongoing)

## CERTIFICATIONS

- LinkedIn, Master Python: Artificial Intelligence, 2025
- LinkedIn, Master Python: scikit-learn, 2025
- LinkedIn, Python: Train Neural Networks, 2025
- LinkedIn, Essential HTML, 2024
- LinkedIn, Advanced Python 2, 2023

## PERSONAL ACHIEVEMENTS

- Innovation Meetup 2025 finalist – Universidad TecMilenio
  - Passed to the finals of this contest after creating a HHRR Ai-powered platform that matches candidates' information with published vacancies requirements