Norberto Suaste

Software Developer

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**PROFESSIONAL PROFILE**

I am a software development student constantly seeking knowledge and growth. I am also known for being a reliable team player and a trusted employee.

**WORK EXPERIENCE**

*Customer Service Agent*

* Majorel S.A. de C.V. / Teleperformance | August 2022 – August 2024
  + 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.
  + Identified technical issues related to the publication of room availability, pricing, and features.
  + Detected fraudulent or unethical behavior by customers, property owners, and hotel staff.

*Cybersecurity Intern*

* Universidad TecMilenio | August 2024 – December 2024
  + As an Intern, I was assigned to make reports of possible vulnerability risks on TecMilenio’s mail domain
  + Make guidelines of several procedures used by Cybersecurity team

**EDUCATION**

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

**KEY SKILLS**

* Effective communication in English.
* Natural leadership and ability to manage teams.
* Passion for technology and its impact on society.

**TECHNICAL SKILLS**

* Office
* Python
* C#
* Java
* SQL