

# 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)

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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.

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## 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

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## EDUCATION

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

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## KEY SKILLS

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

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## TECHNICAL SKILLS

- Office
- Python
- C#
- Java
- SQL