Sergio Berrocal Fuentes

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SUMMARY

Junior Web & Software Developer with hands-on experience in web development, customer support, and database management. Familiar in cybersecurity principles and cloud-based tools, with a strong commitment to continuous learning and growth in the tech industry.

EXPERIENCE

Web Developer, Graphic Designer, Customer Service
MACOY DISTRIBUIDORA   December 2023 – Present, Cartago, Costa Rica
· Independently designed and began development of the company's commercial website aimed to enhance its online presence.
· Created digital marketing materials and graphic content to boost customer engagement with products.
· Managed customer inquiries and provided support, ensuring client satisfaction and quick issue resolution.

Customer Service, Warehouse Associate, Delivery Assistant
MACOY DISTRIBUIDORA   February 2023 – December 2023, Cartago, Costa Rica
· Supervised inventory and optimized order processing, reducing delivery times and improving logistics.
· Developed a SQL Server database prototype aimed at improving data management and operational workflows. Later used by a third-party company as a reference for developing an internal management application.
· Managed deliveries and payment collection, strengthening client relationships and trust in the brand.
· Supported staff with technical troubleshooting and guidance, ensuring smooth daily operations and minimizing disruptions.

EDUCATION

Bachillerato en Ingeniería en Sistemas
Universidad Autónoma de Centro América · January 2023 – March 2026

Bachillerato en Física
Universidad de Costa Rica (UCR) · 2020 (Unfinished)

COURSEWORK

Instituto Nacional de Aprendizaje (INA)
· Fundamentos Azure (March 2025)
· Network Defense, Endpoint Security, Cyber Threat Management. (August 2024)

Universidad Fidélitas
· Principios de Ciberseguridad, Ethical Hacking, Criptografía, Informática Forense. (September 2024)

Colegio de Profesionales en Informática y Computación (CPIC)
· Fundamentos de Ciberseguridad. (February 2024)

Google Digital Academy
· Google Cloud Computing Foundations. (December 2023)

IBM
· Introduction to Quantum Computing Course. (October 2020)

SKILLS

· **Languages:** Javascript, CSS, HTML, C++, Python, C#, Java, .NET
· **Databases:** Microsoft SQL Server, MySQL
· **Web & Visual Design:** Web Development, Graphic Design
· **Tools & Platforms:** GitHub, Docker, Linux, Google Cloud Platform, Jupyter Notebook
· **Cybersecurity & Networking:** Cybersecurity, Cisco Packet Tracer
· **Programming Paradigms:** Object-Oriented Programming (OOP)
· **Other:** Customer Service