

# Sergio Berrocal Fuentes

✉ sberrocal@esuaca.ac.cr ☎ 506-8543-7673 🌐 www.giocaltes.com

---

## 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
-