





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 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 • March 2023 - April 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)

SUMMARY

- Languages: JavaScript, CSS, HTML, C++, Python, C#, TypeScript, Java, .NET
- Databases: Microsoft SQL Server, MySQL
- Web & Visual Design: Web Development, Graphic Design, ASP.NET (Web Forms, MVC)
- 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