

## Harold Steven Cabrera González

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### Professional Profile

Customer service and collections professional with strong communication skills, problem-solving abilities, and a results-driven mindset. Recently trained in Front-End Development with hands-on experience building modern, responsive web applications. Passionate about continuous learning and committed to delivering excellence in all work environments.

### Education

2025 — Front-End Development (Feb – Jul 2025)

Technologies: React, TypeScript, Vite, TailwindCSS, Zustand, i18next

Projects: E-commerce store, weather app, dynamic portfolio, and more.

2025 — Administrative Professional Foundations – LinkedIn Learning

2023 — Cisco Certified Network Associate (CCNA) – Cisco Networking Academy

2019 — ICT Operator – Instituto Nacional de Aprendizaje (INA), Costa Rica

2018 — High School Diploma – Colegio Académico Nocturno de Buenos Aires, Costa Rica

### Languages

Spanish – Native

English – C1 (Advanced)

Portuguese – A1 (Basic)

German – A1 (Basic)

### Work Experience

2022 – Present: Bill Gosling Outsourcing – Collections Agent

- Handle delinquent accounts in both English and Spanish
- Conflict resolution and negotiation
- Meet and exceed monthly goals

2020 – 2021: Pineapple Harvest – Field Worker

- Team collaboration and daily task completion
- Physically demanding work under challenging conditions



2017 – 2018: Gustito's Bakery – Customer Service and Sales

- Assisted customers and handled point-of-sale transactions
- Supported inventory and store organization

### Programming Projects

- E-commerce Website:
  - Built with React, TypeScript, TailwindCSS, Context API
  - Includes cart with localStorage, PayPal checkout, product filters, dark/light mode, and i18n support
- Personal Portfolio:
  - Multilingual site with modern UI using Next.js and Framer Motion
  - Responsive, dynamic sections with animations
- Weather App:
  - Uses video background based on weather conditions
  - API consumption and global state management

### References

Josué Gutiérrez Síbaja – Manager at Gustito's Bakery

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Anthony Urroz Gutiérrez – English Teacher

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