Gabriel Serna

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Summary

I'm a Web Developer currently completing a one-year long certification at Mountainland Technical College. During this program, I've been involved in several projects using full stack technologies like JavaScript, NodeJS, and PostgreSQL, to create dynamic user interfaces with React and Angular. Additionally, I have experience in data authentication, security, and collaboration on projects using Git version control and Cloud Services with AWS.

I'm organized and committed to projects, enjoy collaborating with teams, and am also a fan of night fishing on the beach.

Experience

Customer Service Team Lead

Solle Naturals

Sep 2021 - Present (2 years 2 months)

- Customer Service Team Lead with expertise in strategic development, task assignment, progress monitoring, and effective communication.
- Proficient in managing day-to-day call center operations and providing regular updates to supervisors.
- Skilled in motivating and coordinating team members to achieve project goals.
- Experienced in providing clear instructions, training, and resolving complex customer issues.

IT Manager

ISC Cancun

Apr 1998 - Dec 2018 (20 years 9 months)

- Provided comprehensive computer and network support services, both on-site and remotely.
- Troubleshot and resolved software and hardware issues, ensuring smooth operations for end-users and corporate clients.
- Supported a wide range of IT services, including internet, videoconferencing, and telecommunications.

IT Manager

Aerococina, S. A. de C. V.

Nov 1993 - Dec 1994 (1 year 2 months)

- Oversaw the company's IT infrastructure, optimizing network functionality and maintaining telephony systems.
- Resolved technical issues efficiently, contributing to a smoothly running technological infrastructure.
- Managed payroll for 350 employees, demonstrating strong administrative skills.

Data Analist

Chetumal Banking Center AC

Feb 1993 - Nov 1993 (10 months)

- I conducted an in-depth analysis of banking data and implemented a robust control system. This system allowed for a meticulous tracking of information through databases and graphical representations. The primary goal was to prevent any potential losses in credit extended to our local bank clients. By leveraging this system, we were able to enhance our ability to monitor credit transactions and ensure their security and reliability.

Education

Mountainland Technical College

Web Page, Digital/Multimedia and Information Resources Design
Jan 2023 - Jan 2024
Web development & Programming

Professional Computer Academy

Technical Programmer Analyst, Computer Programming
Jun 1990 - Jul 1992

Licenses & Certifications

AWS Academy Cloud Foundations - Credly by Pearson

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