

Sergio Berrocal Fuentes

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SUMMARY

Junior Web & Software Developer with practical experience in web development, customer service, database management and and technical support. Hands on experience developing lightweight internal applications, delivering hardware/software diagnostics and repairs, and supporting users through effective communication. Proficient in cybersecurity fundamentals and cloud technologies, with a strong foundation in programming and technical troubleshooting. Passionate about continuous learning and committed to delivering effective, user focused digital solutions in dynamic environments.

EXPERIENCE

Technical Support | Digital Media Specialist

Mystic Tech - San José, Costa Rica

November 2024 - Present

- Designed and implemented a registration and asset-tracking system.
- Branding and visual design of Mystic Tech's social media and contributed to the creation of a cohesive corporate identity for marketing and digital communications.
- Delivered customer technical support via email and WhatsApp, offering guidance on equipment maintenance, troubleshooting, repairs, proper usage, and potential upgrades.
- Performed software installations, operating system setups, full diagnostic reviews, and computer repairs to restore and optimize device performance.
- Conducted hardware maintenance and repairs, including component replacement, system cleaning, and installation of new parts.
- Installed and configured business network infrastructure, including security measures, and performed maintenance of IP-based security cameras to ensure reliable monitoring and protection.

Web Developer | Graphic Designer | Customer Support

Macoy Distribuidora - Cartago, Costa Rica

December 2023 - November 2024

- Independently designed and began development of the company's commercial website aimed to enhance its online presence.
- Produced digital marketing materials and visual assets to enhance product visibility and customer engagement.
- Handled customer inquiries and provided prompt technical and product support, achieving high customer satisfaction levels.

Customer Service Associate | Inventory & Logistics Assistant

Macoy Distribuidora - Cartago, Costa Rica

February 2023 - December 2023

- Supervised inventory control and optimized order fulfillment processes, reducing delivery times and increasing efficiency.
- Designed and implemented a SQL Server database prototype to streamline internal data workflows, later adopted as the foundation for a custom management system.
- Coordinated product deliveries and managed payment collections, building trust and rapport with clients.
- Provided first-line technical assistance to staff, resolving issues quickly and minimizing operational downtime.

EDUCATION

Bachillerato en Ingeniería en Sistemas

Universidad Autónoma de Centro América • April 2023 - (3rd Year-In Progress)

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)

TECHNICAL SUMMARY

- Programming Languages: JavaScript, CSS, HTML, Python, C#, 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, OS Installation, Jupyter Notebook
- Technical Support & Hardware: Computer Diagnostics & Repair, Hardware Maintenance, Component Replacement, Software Installation
- Cybersecurity & Networking: Basic Cybersecurity Principles, Cisco Packet Tracer, Network Configuration & IP Camera Setup
- Programming Paradigms: Object-Oriented Programming (OOP)
- Additional Skills: Customer Service, Conversational English, Technical Troubleshooting, Microsoft Office Suite (Excel, Word, PowerPoint)