

Sergio Berrocal Fuentes

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

EXPERIENCE

Web Developer, Graphic Designer, Customer Service

Macoy Distribuidora

December 2023 - Present

- Designing and developing a commercial website independently, enhancing the company's online presence.
- Creating digital marketing and branding materials to improve customer engagement with products.
- Managing customer inquiries and providing technical support, resolving issues and ensuring client satisfaction.

Customer Service, Warehouse Associate, Delivery Assistant

Macoy Distribuidora

January 2023 - December 2023

- Supervised inventory and streamlined order processing, optimizing logistics and reducing response times.
- Designed and implemented a SQL Server database, automating data management and improving operational efficiency. The database was later used as a reference for the development of inventory management software.
- Managed deliveries and payment collection, fostering strong client relationships and trust in the brand. Provided technical support for internal applications, boosting team productivity.

EDUCATION

Bachelor's Degree in Systems Engineering

Universidad Autónoma de Centro América · 2026

COURSEWORK

Azure Fundamentals

Instituto Nacional de Aprendizaje (INA) · 2025

Cisco Endpoint Security

Instituto Nacional de Aprendizaje (INA) · 2024

Fundamentals of Cybersecurity

Colegio de Profesionales en Informática y Computación (CPIC) · 2024

Cisco Cyber Threat Management

Instituto Nacional de Aprendizaje (INA) · 2024

Cisco Network Defense

Instituto Nacional de Aprendizaje (INA) · 2024

Specialization in Cybersecurity

Universidad Fidélitas · 2024 · Principles of Cybersecurity | Ethical Hacking | Cryptography | Forensic Computing

Google Cloud Computing Foundations

Google Digital Academy · 2023 · Cloud

Introduction to Quantum Computing Course

IBM · 2020

SKILLS

- **Programming Languages:** JavaScript, CSS, HTML, C++, Python, C#, Java, .NET
 - **Database Management:** Microsoft SQL Server, MySQL
 - **Web & Graphic Design:** Web Development, Graphic Design
 - **Tools & Platforms:** Google Cloud Platform, Docker, Jupyter Notebook
 - **Cybersecurity & Networking:** Cybersecurity, Cisco Packet Tracer
 - **Programming Paradigms:** Object-Oriented Programming (OOP)
 - **Additional Skills:** Customer Service
-