SERGIO DAVID CONTRERAS

Bilingual (EN/ES) Technical Support & Customer Service Specialist

sdavic145@gmail.com · +57 311 522 5151 (WhatsApp) · Bucaramanga, Colombia (GMT-5) · linkedin.com/in/sdavic

PROFESSIONAL SUMMARY

Bilingual professional (English C1 / native Spanish) with more than four years of continuous experience in customer service and technical support: IT consulting for 10+ companies, direct customer service at point of sale, and operations management with daily interaction with guests and vendors. Cisco-certified. Proven experience in incident resolution, systems and database administration, and clear communication with non-technical users. Available for remote or on-site work.

PROFESSIONAL EXPERIENCE

Freelance Web Developer | Self-employed — Remote *May 2026 – Present*

- Direct customer support for international clients in English: requirements gathering, progress reporting, and change request resolution.
- Development and deployment of websites, functionality testing, and production release.
- Preparation of technical handover documentation to enable clients to operate the site independently.

Operations Manager | Andor II — Ica, Peru *Oct 1, 2025 – Apr 30, 2026*

- Managed daily front-desk operations and bilingual (English/Spanish) guest service for domestic and international guests, including check-in, check-out, and resolution of inquiries and complaints.
- Administered the Cloudbeds PMS database (5,000+ records): role-based access control, scheduled backups, and data cleansing, resulting in a 15% improvement in query speed.
- Coordinated reservation calendars and resolved scheduling conflicts with guests and travel agencies, driving a 25% increase in occupancy.
- Built automation tools in Excel VBA and interactive dashboards for the finance area, improving reporting process efficiency by 20%.
- Managed property maintenance and a USD 2,000 budget, coordinating contractors and external vendors.

Customer Service Representative | La Estrellita del Sur — Lima, Peru *Jul 1, 2024 – Sep 30, 2025*

- Provided bilingual (English/Spanish) customer service in a high-volume environment, handling orders, customer guidance, and on-the-spot complaint resolution.
- Operated the point-of-sale (POS) system daily: transaction processing, payment handling, and cash register reconciliation.
- Performed technical system updates and provided first-level support to the team during operational issues.

Information Technology Consultant | Self-employed — Venezuela (Remote/On-site) *Aug 1, 2021 – Sep 30, 2023*

- Provided technical support to 10+ small businesses as sole point of contact, resolving an average of 20 monthly incidents involving hardware, networking, and operating systems (LAN/WAN routing, TCP/IP, DHCP, OS recovery).
- Performed remote and on-site troubleshooting, guiding non-technical users through to confirmed resolution.
- Migrated 5+ databases to cloud environments (GCP, Azure) and administered associated services (virtual machines, OCI instances, backups), reducing manual data workload by up to 30%.
- Managed user accounts, permissions, and access control across client environments.

SKILLS

Customer Service · Clear bilingual communication, complaint handling, conflict resolution, prioritization under pressure

Tools · Cloudbeds PMS, POS systems, ClickUp, Notion, Advanced Excel and VBA

Technical · Windows / Linux / macOS, Active Directory, Cisco networking (TCP/IP, VPN, DNS), SQL databases

Cloud · Microsoft Azure, Oracle Cloud (OCI), Google Cloud (GCP)

Languages · Spanish (native), English (C1, EF SET certified), Japanese (intermediate)

EDUCATION AND CERTIFICATIONS

Junior Cybersecurity Analyst | Cisco Networking Academy — Certification *2025*

Enterprise network security, risk management, and secure access control. Verifiable on Credly.

Information Systems Development | Instituto Superior SISE — Lima, Peru *Feb 2024 – May 2025*

Technical program, partially completed and currently on hold. Featured project: relational inventory database in PostgreSQL.