Marvin Rubén Cerdas Angulo

Projects – Programming – Web Development – Systems Engineering
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PROFESSIONAL SUMMARY

Professional with a background in Information Systems Engineering and Software Application Programming, with 5 years of experience in technology, including 3 years in project management, programming, web development and systems engineering. Responsible for managing and implementing projects (requirements and process analysis, building technology solutions, technical consulting, automation, among others). In charge of software, web and Android mobile application development (systems analysis, new feature implementation, manual testing, etc.). Identify, resolve and track incidents and problems, and provide technical support and consulting to clients. Knowledge of relational and non-relational databases. Use AI tools in day-to-day software design, development and documentation.

Persistent, collaborative and results-driven, with assertive communication, adaptability, strong problem-solving skills, a team-oriented mindset, and planning and organizational skills. Microsoft Azure Fundamentals certification. Training in mobile development, ethical hacking, digital forensics and full stack web development. Tools: Office 365, Google Workspace, Visual Studio Code, Android Studio. Programming languages: C#, Java, JavaScript, Python, PHP, Dart, SQL, CIP's (proprietary language). Mobile development: Android (Java), Flutter. Web technologies: HTML, CSS, Bootstrap, .NET, ASP.NET Core, ASP.NET MVC, Blazor, Angular, Node.js, REST API, SOAP, XML. Databases: MySQL, Oracle, SQL Server, SQLite, MongoDB. Version control: Git, GitHub, Azure DevOps. Integration and reporting: SAP Business One, RDLC, GS1, ZPL. English: 80%. Valid B-1 driver's license and own vehicle. Available immediately. Valid passport and visa.

WORK EXPERIENCE

SEA Servicios Múltiples S.A.
Full Stack Developer (Web & Mobile)
07/2025 – Present

- Develop and maintain native Android (Java) enterprise mobile applications, from the user interface to backend integration through REST APIs.
- Develop and maintain enterprise web applications with .NET (C#), ASP.NET Core and Blazor, building business modules end to end, from data capture to approval workflows and reporting.
- Design and optimize SQL Server databases and stored procedures, ensuring data integrity and business process performance.
- Integrate enterprise systems and ERPs through web services and APIs, automating data synchronization across platforms.
- Build business reports and documents that support daily operations and process traceability.
- Gather requirements with business stakeholders, estimate effort and turn them into technical solutions.
- Take part in the full software development life cycle (SDLC): analysis, design, development, testing and production deployment.
- Troubleshoot and fix issues in web and mobile applications, ensuring production stability.

CIP Reporting
Implementation and Software Engineer
09/2022 – 10/2024

- Developed and implemented custom software solutions using a proprietary PHP and JavaScript-based language, tailoring configurations to client requirements.
- Automated file-based data import and processing, improving accuracy and reducing manual workload.
- Implemented and deployed changes to SaaS and on-premise systems, ensuring correct configuration and operation.

- Managed and resolved technical support tickets, diagnosing issues and delivering fixes within agreed timeframes.
- Built dynamic reports and data analysis tools to support business decision-making.
- Performed manual software testing to ensure stability and quality before production releases.
- Extended software functionality through its proprietary API, integrating additional solutions based on client requirements.
- Maintained code traceability through internal documentation and structured comments, streamlining change management and future implementations.
- Mentored and supported team members, promoting best practices in system development and configuration.

Concentrix
Technical Support, Billing and Accounts Advisor
10/2020 – 09/2022

- Diagnosed and resolved technical issues with electronic devices and digital services, ensuring an excellent customer experience.
- Handled billing requests, refunds and cancellations, ensuring financial policies and procedures were applied correctly.
- Analyzed and resolved cloud storage and data recovery issues, delivering effective solutions to customers.
- Identified and mitigated potential account and payment fraud, applying security protocols to protect users.
- Served as designated floor support for peers, guiding the resolution of complex cases and ensuring quality standards were met.
- Managed shipping logistics and setup of technology equipment for remote employees, following established procedures.

EDUCATION

- Bachelor's Degree in Information Systems Engineering. Universidad Nacional de Costa Rica.
- Associate Degree in Software Application Programming. Universidad Nacional de Costa Rica.
- Licentiate Degree in Business Administration with an emphasis in Financial Management. Universidad Nacional de Costa Rica.

PROFESSIONAL REFERENCES

- Gengis Gonzales Rojas - General Manager - CIP Reporting - Phone: +506 8797-1184
- Mariana Retana Ramírez - Advisor I - Concentrix - Phone: +506 8398-3589
- Steven Sánchez López - Customer Service Advisor - PriceSmart - Phone: +506 8716-6240