

MARIA SERRANO CASTILLEJO

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PROFESSIONAL SUMMARY

Informatics Engineering student with a hybrid profile combining strong technical logic in Full Stack development (PHP, Laravel, Python, Next.js) and a certified C1 English proficiency level (EF SET). Demonstrated experience in operational process optimization, structured data management, network infrastructure support, and team leadership in high-demand environments. Analytical mindset focused on problem-solving and data-driven decision-making.

CORE COMPETENCIES

- **Languages & Frameworks:** PHP, Laravel, Python, JavaScript, Next.js, Tailwind CSS, SQL, MySQL, AJAX.
- **Tools & Environments:** Git, GitHub, Google Workspace, WordPress, Asana, Linux, Cloud Environments.
- **Support & Systems:** Server maintenance, network infrastructure management, hardware diagnostics and IT support.
- **Soft Skills:** Leadership, assertive communication, methodical organization, discretion, and confidentiality.

PROFESSIONAL EXPERIENCE

Network Management Intern | May 2026 – Present

CANTV (General Management of Technology and Operations - GTO)

- Provide specialized operational support within the Technology and Operations Management department.
- Manage and monitor network infrastructure, develop technical documentation, and ensure rigorous tracking of system incidents.

Store Assistant Manager & Technical Support | January 2026 – April 2026

CANGURO

- Coordinated and supervised operational staff, managed digital inventory, and analyzed management KPIs to optimize commercial processes.
- Performed diagnostics, corrective maintenance, and successful repair of over 150 mobile devices, resolving hardware and software issues under high-quality standards.

TECHNICAL PROJECTS

Medu – Clinical Inventory Management System | Full Stack Project

- Developed a commercial-grade web platform for clinics and pharmacies under the MVC architecture using Laravel, PHP, and MySQL.
- Implemented Role-Based Access Control (RBAC) for administrative and pharmacist profiles, ensuring data security for sensitive information.
- Designed reactive interfaces using dynamic AJAX searches and integrated automated background tasks for batch expiration alerts.

EDUCATION & CERTIFICATIONS

- **B.S. in Informatics Engineering (2nd year) – In Progress** | Universidad Nacional Experimental de la Telecomunicación e Informática (UNETI)
- **C1 Advanced English Certification** | EF SET Certificate (Fluent written and verbal proficiency for international professional environments).
- **Undergraduate Studies in Architecture (7 Semesters Completed)** | Academic Record (Developed advanced design skills and proficiency in Adobe Photoshop and Illustrator).