

Sergio Betancourt

10000 NW 9 Street Circle, #15 • Miami, Fl. 33172 • (786) 554-6539 • sbetanco111@yahoo.com • <http://www.sergiobetancourt.com/>

EDUCATION

B. S. in Management Information Systems, Florida State University, Tallahassee, Florida, May 1998.

PROFESSIONAL SKILLS

Operating Systems: Windows 98/NT/XP/2000, UNIX

Software Tools:

Web Development Languages and Tools: HTML, DHTML, Actionsript, Javascript, CSS

Microsoft Office Suite: Word, Excel, Powerpoint

Webpage Editing Applications: Macromedia Dreamweaver, Allaire Hometown

Graphic Editing Applications: Adobe Photoshop, Adobe Illustrator, Adobe Image Ready

Multimedia Applications: Macromedia Flash, Swish, Swift 3D

Page Layout Editing Applications: Quark Express, Corel Draw, Adobe Indesign

Special Skills: Fluent in Spanish, Military leadership experience, Excellent communications skills

EMPLOYMENT HISTORY

5/1998 – Present

Freelance Web Designer, Graphic Artist, Multimedia Author and Consultant

- Create and/or edit web pages, logos, graphics, print ads, and presentations for numerous clients.
- Interact directly with key personnel in order to facilitate the entire design-to-implementation process for each project.
- Perform frequent maintenance, updates and modifications to client projects.
- Samples of work can be seen at <http://www.sergiobetancourt.com>

7/2007 –9/2009

Quality Assurance Specialist & Trainer

Todo1 Services, Inc.

Doral, Florida

- Assisted in the Implementation, testing and launch of a Spanish and English IVR (Interactive Voice Response) system for our client company, Commercebank, that would mirror the functionality of Commercebank's online customer assistance banking system.
- Designed all of the test cases from the available user cases in preparation for the initial setup of the IVR system.
- Assisted in the valuation and implementation of numerous hardware components, such as microphone-enabled headsets, server configurations and telephone systems, to ensure the seamless operation of the IVR system, in preparation for the testing phase of the project.
- Assisted in the testing of the IVR system within a QA environment, and identified and documented all bugs and defects within a Mercury Quality Center platform, in preparation for phase 2 of the QA cycle.
- Performed the installation of software patches and fixes in preparation for phase 2 of the QA cycle.
- Upon completion of the IVR project, I participated in the training of the personnel of our Medellin, Colombia office in the maintenance and upkeep of the IVR system.
- Assisted in the Implementation and testing of a mMELP (micro Mercantil En Linea Personas) system for our client company, Banco Mercantil. which entailed putting in place a functionality by which bank customers could perform banking operations from their cell phones.
- Participated in the testing, debugging and implementation of the mMELP system, to include the design and execution of test cases, as well as the onsite testing and implementation of software and hardware components and handset devices. Upon successful completion of the mMELP project, I participated in the training of all key Banco Mercantil personnel for the transfer phase of the project, at Banco Mercantil's headquarters in Caracas, Venezuela.

4/2005 – 11/2006

Graphic/Web Designer, Marketing Specialist & QA Assistant

SR Technologies, Inc.

Davie, Florida

- Assisted the QA manager in the testing and debugging of the software tools developed by the in-house programmers, for use within the telecommunications equipment used by the company.
- Participated with the QA team in the field testing of the hardware equipment developed by the company, to ensure compliance with the dictates of the numerous government contracting agencies.
- Designed and printed promotional materials including booth displays, CD covers, product brochures, product cut sheets, client thank you cards, employee business cards, etc.
- Coordinated and executed photo shoots of the different telecommunications products and components manufactured by the company, then corrected those images for their eventual use on the company's website, promotional print materials and user guides.
- Organized and executed photo shoots of the field testing and usage of the products manufactured by the company for internal use and review.
- Continuously edited and updated the layout, text and graphics for the company's website.

3/2001 – 10/2004

Webpage & Graphic Designer

Americatel Corp.

Doral, Florida

- Organized the entire layout for the 123.com portal for Americatel prior to its launch, ensuring that the content sent from the main offices in Santiago De Chile could be effectively integrated with the back-end framework being implemented by the U.S. programmers.
- Worked very closely with the MIS department to ensure a seamless and successful launch of the U.S. based portal.
- Provided maintenance services towards the continuance of operations of the U.S. based portal.

6/1998 – 6/1999

Software Tester And Implementation Technician

Intradeco Inc.

Miami, Florida

- Tested and debugged applications packages designed by numerous developers, both internal and external to the company.
- Implemented the applications packages for use within the company's warehouse inventory control system.
- Trained and assisted the end users, and used the results of that interaction in order to supply feedback to the developers for further streamlining.
- Supervised the inventory control process both at the company's Medley warehouse location, as well as at the distribution warehouses located throughout El Salvador and Guatemala.