Sergio René Vargas Contreras

Technical Customer Success & Implementation | Computer Systems Engineer
Toluca, State of Mexico, Mexico | +52 729 455 7655 | sergiorvcontreras@gmail.com | linkedin.com/in/sergio-vargas | github.com/Renusz | sergiorene.dev

SUMMARY

Bilingual (English C1, Spanish native) Computer Systems Engineer with 3+ years as the main point of contact for 10+ international clients, owning each project from discovery and scoping through onboarding, milestone tracking and post-launch support. Builds and rolls out the tools teams run on: an internal web app used across 5 offices and a warehouse, package tracking that cut support emails by an estimated 50%+, and a self-hosted help desk. Explains technical topics in plain language and works AI-first.

SKILLS

Core: Customer onboarding & adoption · Project & milestone tracking · Technical troubleshooting · Customer-facing documentation · Data analysis & reporting · Stakeholder communication

Tools: Salesforce, HubSpot, SQL, Excel / spreadsheets, Google Workspace & Apps Script, Chatwoot (help desk), Jira, Notion, Trello, Looker Studio (basic), APIs, Claude & ChatGPT

Languages: English C1 (TOEFL iBT, 2026) · Spanish Native

EXPERIENCE

Software & Automation Developer, My Health Haven
Wyoming, USA (Remote, contract) | Nov 2025 – Present

- Primary technical contact for executive stakeholders; support non-technical staff on the internal systems they use daily.
- Architected and launched the patient-facing website and internal portals end to end with React, JavaScript and MUI.
- Designed Google Workspace Apps Script automations that reduced manual operational workload and enabled non-technical staff to manage workflows independently.
- Use Salesforce for marketing, sales and outbound outreach, including bulk email campaigns and engagement tracking.

Automation Engineer, La Conexión LLC
Laredo, TX, USA (Remote, part-time) | Aug 2025 – Present

- Built Conexion Apps with AI-assisted development (Claude, ChatGPT), an internal web app for package inventory, customer records and role-based access, used by 6–15 employees across 5 offices and a warehouse.
- Built package tracking on top of each office's scan spreadsheets so clients could check shipment status themselves; support emails dropped by an estimated 50%+.
- Prototyped a ticketing tool, then deployed a self-hosted Chatwoot help desk (Docker, private VPS) with custom integrations for the company's support email.
- Built and live-tested a Claude support agent with regex-gated knowledge routing; chose not to roll it out because replies still needed too much hand-holding.

Support Operations Analyst, La Conexión LLC
Laredo, TX, USA (Remote, part-time) | Aug 2024 – Aug 2025

- Supported customer-facing operations by handling support inquiries, reviewing internal workflows and identifying recurring issues across the company's communication channels.
- Performed manual QA on staging builds using Chrome DevTools, documenting UI workflows and issues for clear client-facing handoffs.

Web Designer & Developer, Independent (Freelance)
Mexico (Remote) | Dec 2021 – Aug 2025

- Managed the full client lifecycle (discovery, scoping, onboarding, milestone tracking, follow-ups and post-launch support).
- Primary support contact for 10+ international clients, handling requests by phone, email and chat.
- Supported WordPress-to-Shopify migrations for Mismon.mx and RoyaltyShopping, catching a critical URL-redirect issue before launch; Mismon.mx reported a 25% sales increase afterward.

EDUCATION

Bachelor's Degree in Computer Systems Engineering, UTEL Universidad (2024)
Certifications: Google IT Support Professional Certificate (Google, 2024) · PostgreSQL for Everybody (University of Michigan, 2025) · Python for Data Science (IBM, 2025)