Jose Ruben Espinoza

WORK EXPERIENCE

Oct 2018—Current **La Joya Independent School District** La Joya, TX
High School Mathematics Teacher
Responsible for the emotional and intellectual growth of numerous students. Developed lesson plans based on district and state guidelines that are used daily. Provide feedback and encouragement with a focus on academic growth. Utilized student, homework and quiz, data to drive instruction. Maintained an open line of communication with parents and administration to ensure student success. Tracked both behavior and academic trends of all students. Taught the following courses: Geometry, Algebra II, Engineer Your World II (Python), Computer Programming I (Java), Fundamentals of Computer Science (Python, HTML, Javascript, cybersecurity basics), AP Computer Science Principles (Javascript). Participated as a teacher liaison for the district's High School Teacher Forum and Site-Based Decision Making Committee. Coached seven students after school for a computer science UIL team. Participated in trainings administered by district, UT-Austin's Engineer Your World, and Collegeboard personnel.

Jun 2016—June 2018 **Citicorp Credit Svcs USA** Irving, TX
Assistant Vice President–Workforce Cap Intermediate Analyst
Forecasted inbound call volume trends for the assigned customer service portfolio for a given day. Conducted daily analysis to ensure contractual metrics (average speed of answer, abandons, service level goals) with business partners were met. Serve as a liaison between multiple contact centers (Operations), IT, and the Irving Command Center to maintain an optimized workforce personnel (100+), which included running MML with Incident Management and submitting ServiceNow updates as needed. Developed adhoc reporting for presentation to executive level management. Maintained portfolio documentation daily to ensure future operations ran efficiently. Identified and implemented process improvements as a member of the Innovation Team using Excel (macros), PowerShell, and SQL. Served as the emergency remote point of contact workforce analyst in the event of a need for continuity of business plan implementation with the Manila Philippines Command Center.

Oct 2014—May 2015 **University of Texas-Pan American** Edinburg, TX
Laboratory Assistant
Maintained hardware and software in the Experimental Algebra and Geometry Lab (EAGL). Installed software updates and troubleshot problems on Linux based computers. Operated and calibrated a Makerbot (3D printer) and a Digitizer (3D scanner). Designed and 3D printed mathematical objects using Mathematica and various other software.

Sept 2013—May 2014 **University of Texas-Pan American** Edinburg, TX
Undergraduate Research Assistant
Conducted research and wrote Mathematica code to generate data on an abstract algebra project titled *Special Words in Free Groups*. Graded linear algebra exams while concurrently learning to use 3D printing technology. Maintained hardware and software on desktops and workstations necessary to conduct research.

EDUCATION

University of Texas Rio Grande Valley Edinburg, TX
Masters of Science in Computer Science *Currently Enrolled*
GPA 4.0

University of Texas-Pan American Edinburg, TX
Bachelors of Science in Mathematics—Pure Mathematics July 2015
Senior mathematics project title: "Minimal Surfaces"
GPA 3.66, Cum Laude

South Texas College McAllen, TX
Associate of Arts in Interdisciplinary Studies May 2012
GPA 4.0, Summa Cum Laude

CERTIFICATIONS

Texas Teaching Certificate: Mathematics 7-12
Texas Teaching Certificate: Computer Science 8-12

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VOLUNTEER EXPERIENCE

Sept 2013—May 2015 **University of Texas-Pan American** Edinburg, TX

Volunteer Outreach Assistant

Presented advanced mathematical topics such as spherical geometry, hyperbolic geometry, points of infinity, and modular arithmetic to high school students. Taught elementary school children about prime numbers at different libraries in the McAllen and Pharr areas. Participated in campus and community events, such as HESTEC, Pi-Day, and FESTIBA, where topics included advanced geometry, topology, and fractals. Used bilingual skills to present to both native Spanish and English speakers.

PRESENTATIONS

Minimizing Perplexity On A Legal Responsive Language Model, *CSCI 6352 Advanced Machine Learning Project*, November 11, 2021, Edinburg, TX

A Brief Introduction to Quaternions, *Secret Student Seminar*, University of Texas-Pan American, February 27, 2015, Edinburg, TX

Mathematical Models for Brain Tumor Growth, *Applied Mathematics Seminar*, University of Texas-Pan American, December 3, 2014, Edinburg, TX

Special Words in the Free Group of Rank 2, *Secret Student Seminar*, University of Texas-Pan American, December 6, 2013, Edinburg, TX

SKILLS

Operating Systems: Windows, Linux (Ubuntu, Fedora, Arch Linux)

Applications: Excel (VBA), PowerPoint, Word, Access, Aspect Workforce Management, Google Docs, Google Sheets, Google Slides, Google Forms, Keras, Tensorflow

Programming Languages: C++, C, Python, Matlab, Mathematica, Haskell, Common LISP, Powershell, R, SQL, Javascript, Java

Languages: English (Native), Spanish (Native), French (basic reading comprehension)