

Alejandro Garcia Baltazar

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Education

Bachelor of Science, Computer Science – Aug 2024 | Grantham University

- Relevant coursework: Data Structures and Algorithms, Software Engineering, Computer Networks, Security Operations, Programming in JavaScript, Advanced Programming in C++, Mobile Application Development, Operating Systems, System Analysis and Design, Project Management.

Experience

unWired Broadband, Level 1 Technical Support

January 2023 – Present

- Monitored and analyzed network traffic data to troubleshoot connectivity issues and optimize network performance for over 100+ customers weekly.
- Documented technical procedures and solutions in internal knowledge bases for future reference, improving overall team efficiency and customer satisfaction.
- Supported cross-departmental initiative to migrate 35+ customer service processes into the company Wiki, applying HTML structuring, content organization, and attention to detail to improve accessibility and usability of documentation.
- Used networking Fundamentals to troubleshoot issues related to IP Conflicts, DHCP settings, and upstreaming connectivity problems, ensuring customers' stable and secure internet access.

Projects

EATSCAPE | FOOD TRUCK FINDER APP | FLUTTER

Description: Developed and launched a cross-platform mobile app in Flutter to streamline food truck operations with real-time tracking, menu management and customer features

- Real-Time Location Tracking: Integrated Google Maps API for dynamic food truck visibility and geolocation-based discovery.
- Subscription & Visibility System: Implemented tiered subscription plans, allowing food trucks to manage their menu limits and visibility duration based on their plan.
- Firebase Integration: Utilized Firebase Auth, Firestore, and Storage for secure authentication, real-time database management, and effective image hosting.
- Admin Dashboard: Built an admin panel for food truck owners to manage menus, subscriptions, and location settings.

Tech Used: Flutter, Dart, Firebase (Auth, Firestore, Storage), Google Maps API, Cloud Functions, App Store Connect (Tool)

FAKE NEWS SPOTTER & BIAS ANALYZER | PYTHON & AI DEVELOPMENT | [GITHUB](#) | [LIVE LINK](#)

- **Description:** Developed a web application using FastAPI and Python to detect fake news, summarize articles, and analyze bias utilizing ML and AI.
 - Integrated Hugging Face Transformers pipelines for summarization, bias detection, and fake news detection.
 - Utilized newspaper3K for article scraping and preprocessing of web content.
 - Designed API endpoints for real-time analysis and integrated a HTML/JS frontend for user interaction.
 - Self-hosted on a dedicated Linux server using Caddy as a reverse proxy for secure HTTPS deployment.

Tech Used: Python, FastAPI, Hugging Face Transformers, Newspaper3K, Caddy, HTML, JavaScript

SKILL REGRESSION PREDICTOR | GOLANG DEVELOPMENT | [GITHUB](#) | [LIVE LINK](#)

- Description: Developed and deployed a backend-focused Go application containerized with Docker that predicts skill decay over time using a half-life decay model.
- Integrated YouTube API to provide personalized video recommendations based on skill proficiency.
- Handled server-side logic, JSON parsing, and DOM updates via JavaScript
- Implemented a clean, responsive frontend using HTML, CSS, and JavaScript to capture user inputs and display real-time results.

Tech Used: Go, JavaScript, HTML, Docker

Skills

Technical Skills

- Golang, Python, Flutter, HTML, Software Engineering, JavaScript, AI Pipelines, Remote Troubleshooting, Git, GitHub, APIs, Mobile Development, Computer Networks

Collaboration Skills

- Technical Writing, Organizational Behavior, System Analysis, Communication, Collaboration & Teamwork, Proactive Learning & Improvement, Critical Thinking & Problem Solving, Adaptability, Time Management, Analytical and Problem Solving