

Alejandro Forero

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Work Experience

Service Desk Shadow | Universal Orlando Resort

May 2024

- Assisted with troubleshooting hardware and software issues, including POS systems, password resets, and network connectivity, enhancing problem-solving skills and technical knowledge.
- Gained hands-on experience with ServiceNow ticketing system, enhancing ability to manage and resolve user requests efficiently.
- Collaborated with experienced IT professionals, learning best practices for customer service and technical support.

Attractions Attendant | Universal Orlando Resort

June 2022 – Present

- Provide exceptional customer service by greeting riders, answering questions, and assisting with any concerns or issues that may arise.
- Enforce safety procedures and guidelines, including checking restraints, verifying height and limb requirements, and maintaining a secure environment in a timely fashion to ensure the best ride experience.
- Drafted a project proposal to develop a training module application to familiarize new employees with the operational procedures and workflow of a theme park grouper to increase efficiency at ride venues.

Education

University of Central Florida

Fall 2020 – Summer 2024

Bachelor of Science in Information Technology

- Honors:** Cum Laude (3.83/4.0)
- Relevant Coursework:** Data Structures and Algorithms, Object Oriented Programming, Operating Systems, Relational Databases, Human Computer Interactions, Computer Architecture, Calculus II, Web-Based IT
- Certifications:** CompTIA A+ (In Progress) | Expected Date of Completion: October 31

Skills

- Software:** ServiceNow, VS Code 1.85.2, Microsoft Office Suites, Git, AWS, Microsoft Azure
- Operating Systems:** Microsoft Windows (7, 8, 10, 11), Mac OS, iOS, Android
- Frontend:** JavaScript, HTML, CSS, Bootstrap, ReactJS
- Backend:** Java 20.0.1, Python 3.12.1, C, SQL, MongoDB
- Bilingual:** Fluent in both Spanish and English.

Projects

Auto File Manager | *Python, Watchdog, Automation*

Aug 2024 – Sep 2024

- Automated file organization using Python and watchdog to monitor and move files to folders based on type.
- Supports and organizes up to 11 different file types across 8 categories including images, videos, audio files, etc.
- Implemented conflict resolution by appending timestamps to duplicate file names, preventing overwrites.

Pocket Change | *ReactJS, Bootstrap, ChartJS*

Mar 2023 – May 2023

- Collaborated with an Agile team of 4 developers to design and develop a web application aimed at empowering users to efficiently manage their finances through expense tracking and personalized budgeting.
- Built using ReactJS, Bootstrap, and ChartJS to ensure responsive design, accessibility, and a smooth user experience.
- Developed an application that addressed the complete financial management lifecycle, including expense tracking, budgeting, and financial goal setting.

Inter-Galactic | *HTML5, CSS3, JavaScript, Canvas*

Nov 2022 – Jan 2023

- Developed a fully responsive retro space shooter game using HTML5 Canvas for dynamic, 2D rendering.
- Implemented core gameplay mechanics, including player movement, asteroid collision detection, and score tracking using JavaScript.
- Designed custom game assets and UI components to enhance user experience and created seamless transitions between game levels.
- Optimized game performance and ensured compatibility across modern browsers.