

# Carol Diane Hernández-Andaluz

787-586-8170 | [carol.d.hernandez@outlook.com](mailto:carol.d.hernandez@outlook.com) | <https://github.com/CarolDianeHA>

<http://pr.linkedin.com/in/caroldianehernandezandaluz>

## EDUCATION

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### Holberton School - Santurce, PR

*Software Engineer*

June 2022 - November 2023

- o Graduated from a 17-month program focused on the foundations of computer science and software engineering, including low-level programming & algorithms, high-level programming & databases, and system engineering & networking
- o Relevant projects: Simple Shell, Monty, and Printf

### University of Phoenix - Guaynabo, PR

*Master of Business Administration with a concentration in Project Management*

August 2013 - October 2015

- o Graduated from a two-years postgraduate management program that covers important topics such as accounting, finance, project management information system, data analytics, and other relevant to Project Management subjects.

*Bachelor of Science in Business*

November 2010 –May 2013

- o Graduate from a program that offers a wide range of specialized majors, namely Business Economics, Financial Management, Human Resource Management, and Marketing Management. The program focuses on the interrelationship of the different functional areas of business.

## CERTIFICATIONS AND RELEVANT COURSES

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- o Microsoft Azure Fundamentals Certified (2020)
- o Leadership Program (2008)
- o Six Sigma – Green Belt Certified (2007)
- o Six Sigma – Yellow Belt Certified (2005)

## WORK EXPERIENCE

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### Evertec, Inc - Cupey, PR

*IT Supervisor*

April 2023 - present

- o Managing the performance, maintenance, and improvement of more than 10 applications for internal usage.
- o Establish specific objectives and priorities in alignment with the strategic objectives received by management.

*IT Project Coordinator*

December 2016 - April 2023

- o Supports IT Projects throughout various stages for the timely delivery of projects within budget, and according to business requirements, to deliver successful execution.
- o Supports and develop projects in Mainframe, Tandem (NonStop), PowerPlatforms and SharePoint.

### TriServe, Grupo Triple S – Guaynabo, PR

Guaynabo, Puerto Rico

*IT Project Coordinator*

November 2015 - December 2016

- o Responsible for managing technical projects in the area of information aimed at the development and adoption of technical solutions either for existing products or processes or new products / processes. Anticipate customer needs and act pro-actively to ensure their satisfaction.

## **Xerox Corporation - Hato Rey, PR**

### *Project Coordinator*

January 2009 - January 2015

- o Coordinate and execute successfully on-site project and executed customer contracts in accordance with specified standards.
- o Performed 18% profit margins for an ambitious digitalization project of over 2MM documents that were erroneously quoted and headed to generate loss, by maximizing personnel and establishing work plans and goals on a daily basis.

### *Administrative Assistant*

January 2007 - January 2009

- o Improved employee's performance in a 70% by implementing and monitoring execution metrics and providing monthly feedback.

### *Billing Account Coordinator*

January 2003 - January 2007

- o Recognized Peak Performer in 2004 for reducing and maintaining customer DSO 120 days to 30 days.
- o Successfully supervised up to 30 associate positions and supported managers in Puerto Rico, Miami, and Atlanta.

### *Client Associate*

June 2000 - January 2003

- o Successfully implemented local and federal government accounts.
- o Provided on-site copier customer service and user support for over eighty (80) copiers in First Bank, including Profit and Loss maintenance, billing and monthly meetings with customers.

## **PROJECTS**

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### **Printf Project**

*A replica of the printf function.*

October 2022

- o Replicate the C language printf function applying the variadic functions. The printf function is used to print output on the screen. This function is a part of the C standard library "stdio.h" and it can allow formatting the output in numerous ways.

### **Simple Shell**

*A replica of Shell built in C*

November 2022

- o Developed a command interpreter that works like Shell, with the use of system calls and zero memory leaks
- o Implemented signal handling and two modes of usage: interactive and non-interactive

## **SKILLS & INTERESTS**

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- o Languages: Spanish and English
- o Programming Languages: C, Python, Bash, SQL, Markdown, HTML, CSS, JavaScript, Flutter (Dart)
- o Tools: Git, Vim, Shell, Vagrant, Linux, Visual Studio Code, Android Studio
- o Services: Azure DevOps, GitHub, Firebase
- o Microsoft: Office 365 Applications, SharePoint, Power Platforms, Microsoft Project, Visio
- o Skills: Autodidactic, Public Speaking, Problem Solving, Interpersonal Communication, Personnel Supervision, Metrics Evaluation, Efficient with Conflict Management