

# Carol Diane Hernández-Andaluz

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## 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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### **GUM App**

#### *Generator Usage Manager Application*

November 2023

- o Mobile application for iOS and Android, developed on Flutter and Firebase as a backend, that provides to the user the possibility to keep manual track of the generator working with just one click to keep the record, history usage, and maintenance, regardless of the brand.

### **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

### **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.

## **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