

Carlos Guzman

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EDUCATION

Software Developer Associate of Applied Science

August 2022 – May 2024

Fox Valley Technical College | Appleton, WI

- GPA 3.97 | Phi Theta Kappa Academic Honor Society

Computer Engineering Coursework

February 2022 – June 2022

Costa Rica Institute of Technology | Cartago, Costa Rica

- GPA 4.0 | Coursework in Python and Programming Essentials

International Baccalaureate Diploma

February 2020 – November 2021

Palmares Bilingual Highschool | Palmares, Alajuela, Costa Rica

- Student Research experience. Four research papers were completed.

HONORS & ACTIVITIES

- Dr. Ana Sittenfeld Scholarship Program for Specialized Technicians | CRUSA Foundation | September 2021
- All-USA Academic Team, New Century Pathway Scholarship – Wisconsin Top Student | Phi Theta Kappa International | February 2024
- Phi Theta Kappa Global Leaders of Promise Award | Phi Theta Kappa International | August 2023
- Achievement Against the Odds Award | Fox Valley Technical College | April 2023
- Vice-president | Phi Theta Kappa | March 2023 – May 2024
- IT College Club Parliamentarian | Fox Valley Technical College | September 2022 – January 2023

PROFESSIONAL SKILLS

- | | | |
|--------------|--------------------------|-------------------------|
| • C# | • ASP .Net MVC | • Research Experience |
| • Java | • React + Tailwind | • Android Development |
| • Python | • GIT | • AI Prompt Engineering |
| • JavaScript | • Microsoft Azure DevOps | • Generative AI |
| • SQL | • Agile Methodology | • English & Spanish |
| • Unity | • Microsoft SQL Server | • Public Speaker |

WORK EXPERIENCE

Operations Engineer | Fox Valley Technical College | Appleton, WI

September 2024 – Present

- Resolve Front and Back-End production tickets, ensuring smooth functionality of applications and enhancing user experience.
- Perform root cause analysis and implement solutions focusing on continuous improvement and customer-centric outcomes.
- Collaborate with agile teams of developers to document processes and technical solutions and identify areas for improvement in business operations.
- Provide timely customer support and escalate technical issues as needed, ensuring fast and efficient problem resolution

Software Developer Intern | Fox Valley Technical College | Appleton, WI

March 2024 – May 2024

- Collaborated with a dynamic Software Engineering team to develop and maintain web applications, APIs, and services, adhering to Agile methodologies.
- Contributed to software quality assurance by actively monitoring deployments and engaging in the testing process, ensuring alignment with business requirements.
- Gained hands-on experience with C#, .NET Core & Framework, MVC, API architecture, Design patterns, SQL, HTML, CSS, and JavaScript while working under the guidance of experienced professionals.
- Demonstrated effective written and verbal communication skills while fostering a collaborative team environment and maintaining a strong work ethic with close attention to detail.

IT Services Intern | Fox Valley Technical College | Appleton, WI

January 2024 – May 2024

- Assisted in a Help Desk environment by offering phone, email, and Level 1 support to address computer-related issues.
- Identify and resolve computer-related problems, utilizing problem-solving skills to address issues efficiently.
- Maintain accurate records for computers, accounts, and software inventory.
- Investigated hardware and software requirements, responded to questions, and kept track of inventory status, contributing to informed decision-making.

Consultant Intern | BizSquad Internship, Fox Valley Technical College | Appleton, WI

January 2024 – May 2024

- Collaborated with a multidisciplinary team to provide strategic business solutions, gaining hands-on experience in consulting and project management.
- Maintained professional communication with clients and team members, adhering to SCRUM project management guidelines to ensure timely and efficient project completion.
- Analyzed client needs and developed tailored solutions for three distinct projects, enhancing business operations and community outreach.
- Designed professional communication materials and documentation, ensuring clarity and effectiveness in client interactions.

IT Tutor | Fox Valley Technical College | Appleton, WI

January 2023 – May 2024

- Provided individualized tutoring and assistance to students in IT and programming-focused classes.
- Collaborated with students to solve complex programming problems and improve understanding of key concepts.
- Demonstrated proficiency in C#, C++, JavaScript, SQL, PHP, Adobe Illustrator, and Photoshop.
- Contributed to the Teaching and Learning Center by helping students overcome academic challenges.

CERTIFICATIONS

Foundations of User Experience (UX) Design | Google Career Certificates

October 2024

- Credential ID Q10HCR260RBP
- Content: The Role of an UX Designer | Universal design, inclusive design, and equity-focused design | User-centered design | Assistive Technology | Accessibility | Design Sprints | UX Research

Generative AI Fundamentals | Google Cloud Skills Boost

June 2023

- Credential ID 3912526
- Content: Introduction to Generative AI | Introduction to Image Generation | Introduction to Large Language Models (LLM) | Introduction to Responsible AI

Tutor Training | Fox Valley Technical College

May 2023

- Content: The Role of The Tutor | Using Effective Questions to Guide a Tutoring Session | Tutoring Center Administration: Best Practices for Hiring, Tracking & Reporting | Developing Critical Thinking Skills

Project Management and Formulation Workshop | Cenecoop R.L.

March 2019

- Credential ID NJ-01-2019-3670