Jessica Herrera Anderson

Cybersecurity Engineer

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SUMMARY

Currently pursuing a Bachelor of Science in Information Technology & Networking with a focus on Cybersecurity, I am a results-driven cybersecurity professional with a solid foundation in information systems and ethical hacking. My hands-on experience includes a resolution coordination position with Walmart, where I have accrued 6 years of experience in technical support and problem-solving roles. I am adept at leveraging knowledge of APIs, JSON, and XML, and have a proven ability to apply critical thinking and technical skills in data management and API integration. I work closely with engineers to identify and resolve issues within Walmart's API platform and excel at navigating complex security challenges. I am seeking to leverage my expertise as an Information Security Analyst or Cybersecurity Engineer in a dynamic cybersecurity environment.

SKILLS

API - Critical Thinking - Data Entry - Ethical Hacking - Information Systems Knowledge - JSON - Technical Proficiency - XML

EXPERIENCE

Software Developer Internship | OpenQQuantify   May 2025 - Present

Using Generative AI to Accelerate Electronics, Quantum, and Integrated Software, and Embedded Systems Development.

- Wrote and tested code, delivering robust software solutions by implementing best practices in a collaborative team environment during various project phases.
- Debugged programs, enhancing application performance by identifying and resolving critical issues in real-time during the development lifecycle.
- Collaborated with team members on diverse projects, fostering innovation and efficiency through effective communication and shared problem-solving strategies.
- Participated in code reviews, ensuring high-quality code standards were met while providing constructive feedback to peers in a fast-paced development setting.
- Contributed to the development of back-end web applications, streamlining data processing and user interactions by utilizing modern frameworks and technologies in project execution.
- Designed and deployed a full-stack Flask microservice with API endpoints using Python, HTML, CSS, and JavaScript, enhancing application functionality within an agile development environment.
- Built a dynamic landing page that fetches backend data via API and integrates AI-generated responses using OpenAI APIs, improving user engagement through interactive features.
- Integrated a custom /api/ask endpoint to support AI-assisted user queries; implemented JSON handling, frontend fetch scripts, and backend response streaming to enhance user experience.
- Gathered and processed open-source datasets from platforms like Kaggle for AI training purposes; developed ETL pipelines that improved data accessibility for machine learning models.
- Documented API functionality and contributions for team-wide clarity following open-source best practices; ensured comprehensive understanding among team members during collaborative projects.

Resolution Specialist | Walmart   May 2024 - Present

Promoted to lead communication and content updates for Walmart sellers, enhancing listing accuracy across platforms. Resolved API errors through JSON/XML analysis, Postman, and client education.

- Promoted to the CSP Content Solutions Provider, delivering improved communication efficiency with Walmart marketplace sellers by managing timely updates and modifications to online item descriptions across all platforms.

- Resolved API errors, enhancing client satisfaction by analyzing JSON, XML data and providing clear explanations and examples to facilitate successful troubleshooting and implementation.
- Improved client support satisfaction by offering additional clarification through phone calls, ensuring comprehensive understanding of complex issues during high-pressure situations.
- Streamlined communication processes, increasing response time by 30% through the implementation of organized chat and email protocols within Walmart.com's Department.
- Trained new team members on effective resolution strategies, fostering a collaborative environment that improved overall team performance in handling client inquiries.

Senior Resolution Coordinator │ Walmart   Oct 2023 - May 2024

- Surpassed departmental metrics by enhancing knowledge and leading small projects within the Customer Account Review Department, resulting in improved team performance and efficiency.
- Mentored colleagues transitioning to new roles, fostering a supportive environment that increased team cohesion and accelerated onboarding processes.
- Monitored and managed customer communications through email and phone, ensuring professionalism and adherence to guidelines while maintaining a high level of customer satisfaction.
- Analyzed customer complaints to identify trends and root causes, proposing actionable solutions that improved overall resolution rates by addressing systemic issues.
- Developed a comprehensive PowerPoint guide on voluntary time off (VTO) usage for 100 call center employees, enhancing consistency and clarity by implementing easy access via OneNote, which earned commendation from management.

Resolution Coordinator III │ Walmart   Jun 2023 - Oct 2023

- Resolved damage and loss in transit complaints, enhancing customer satisfaction by implementing effective solutions in the Account Review Department.
- Conducted thorough investigations, improving issue resolution rates by actively listening to customer concerns and escalating critical issues to supervisors when necessary.
- Clarified issues and determined root causes, successfully resolving complaints through prompt responses to customer calls and inquiries.
- Produced detailed investigation reports, preventing fraud by evaluating customer data and providing accurate product and service information via live chat.
- Achieved all performance metrics within 90 days, ensuring consistent delivery of excellent customer service across call, chat, and email channels.

PROJECTS

Traffic Light

- ESP32 Microcontroller Board- created a Multi-Intersection Traffic Light System

The National Society of Leadership and Success – Member Date 2025 - Present

- Selected by campus administration to participate among top students in a leadership program including:
- Leadership Training Day: Trained in leadership and success skills via an introspective and interactive training session.
- Speaker Events: Participated in seminars led by celebrities and best-selling authors on topics such as leadership, time management, and goal setting.
- Success Networking Teams: Participated in peer based leadership development teams.Experience in setting and achieving goals, receiving coaching, coaching others, and holding others accountable to commitments.

EDUCATION

Bachelor of Science - Information Technology and Networking - Cybersecurity │ DeVry University

May 2024 - May 2026

Associate of Arts - AA in Psychology │ Redlands Community College   Dec 2023