

DANIEL ACOSTA

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SUMMARY

Software Engineering student with experience facilitating enterprise systems, resolving complex technical issues, and developing automation solutions improve operational efficiency.

EDUCATION

Bachelor of Science in Software Engineering

August 2023 - Present

Brigham Young University - Idaho

Rexburg, Idaho

- Software Engineering coursework.

EXPERIENCE

Faculty Technology Center Assistant

Current

BYU-Idaho

Rexburg, ID

- Continued Tier 2 technical support in a high-volume environment, resolving software, access, and system issues while maintaining accuracy and service-level expectations.
- Customized enterprise platforms and third-party system integrations, ensuring operational continuity and reliability for 50+ courses per semester.
- Develop automation and process improvements using JavaScript and Google Apps Script, reducing manual effort and improving tracking and reporting workflows.

Content Creator Social Media Specialist

4 years 2 months

Scripture Central

Remote

- Collaborated with remote cross-functional teams of 5–8 members to plan and deliver 25+ multimedia projects per semester, strengthening coordination, communication, and accountability.
- Streamlined workflows and tracked performance analytics, contributing to a 15–20% improvement in platform efficiency.
- Maintained organized documentation and content standards across 5 projects, facilitating efficient knowledge sharing among cross-functional teams.

Administrative Assistant

2 years 4 months

The Church of Jesus Christ of Latter-day Saints

Chihuahua, Mexico

- Managed finance reporting, enrollment systems, and data repositories supporting 3,000+ individuals, ensuring accuracy, compliance, and consistency.
- Analyzed system and data issues impacting 2,000+ students, applying structured problem-solving to implement effective solutions.
- Handled multiple responsibilities across 50+ projects simultaneously, meeting deadlines in a structured, policy-driven environment.

TECHNICAL SKILLS

- Core Competencies: Requirements Elicitation, Troubleshooting, Request Fulfillment, Knowledge Management, Service Level Management, and Decision Quality.
- Languages & Tools: JavaScript, HTML/CSS, SQL, Google App Script, Git, GitHub, and Visual Studio Code.
- Operational Skills: Process Automation, Data Visualization, and Problem Resolution for complex systems.

PROJECTS

- GoalNerd (HTML, CSS, JavaScript, API) - Built a soccer statistics platform integrated with real-time data APIs.
- GuessMyNumber (HTML, JavaScript) - Developed an interactive logic game featuring dynamic number hints.
- ToDo List (HTML, JavaScript) - Implemented a productivity tool for daily task organization and tracking.
- BYUI 2025 Hackathon First Place: Next Up (React, JavaScript, JSON) - Designed a social platform for planning and sharing experiences.