

Diego Sanchez

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EXPERIENCE

Kampus Konnekt49

Germany (Remote)

Software developer internship

August 2025

- Created the design for the company's website using CSS to display an engaging theme and makes user interface easy to navigate.
- Managed website back-end database and server integration.
- Monitored the live website by performing tests and troubleshooting methods to ensure content is displayed correctly and running optimally for students in Germany.
- Worked on the brand guidelines for the company.

Dell Technologies

Tampa, Florida

ProSupport Engineer

May 2025 – August 2025

- Diagnosed and resolved software and hardware computer issues through troubleshooting procedures for end users.
- Utilized VMware and CRM software to track interactions and resolutions to improve response efficiency and customer satisfaction.
- Applied company articles and research resources to efficiently troubleshoot computer issues and have optimal communication with the customer to comply with Dell's weekly customer satisfaction metrics.
 - 100% CSAT/Customer Satisfaction score and 100% Task completed on time score (Dell's goal: 93.3%)

Seminole Hard Rock

Tampa, Florida

Retail Supervisor

August 2021 – May 2025

- Lead a team of retail associates in 4 stores to give great customer service that helped bring more sales to the company.
- Monitored inventory numbers using software applications like InfoGenesis and iSeries.
- Trained and mentored newly hired supervisors to supply them with knowledge of various customer issues and software applications. (Microsoft office, iSeries, InfoGenesis, Ticketmaster)

PROJECTS

Portfolio Website

Personal project page

- Utilizing HTML, CSS and JavaScript to create an interactive and personalized display on my website.
- Tracking progress on GitHub repositories to document and organize each step of my coding development process
 - Website URL: <https://diegosanchez717.github.io/Portfolio-website/>
 - GitHub URL: <https://github.com/DiegoSanchez717>

Café Delanie Website

Website for local Café

- Created the website for a well-known local Café in Tampa, Florida. I used HTML, CSS, and JavaScript to create a platform where customers can make reservations. I also included the restaurant's cause to bring awareness and attract customers that relate to it.
 - Website URL: <https://diegosanchez717.github.io/Cafe-Delanie/>

EDUCATION

Hillsborough Community College

Tampa, Florida

A.A. in Computer Engineering

May 2022

- GPA: 3.6/4.00, Dean's List and Honors program

St. Petersburg College

St. Pete, Florida

B.A.S Technology development and management

Junior year

- Concentrations: Software development
- GPA: 3.1/4.00

Leadership/College certificates: <https://docs.google.com/presentation/u/0/>

SKILLS

Programming: HTML, CSS, JavaScript, React, Node.js, Python,

Tools/Applications: GitHub, VS code, Microsoft office, Jira, ClickUp, WordPress

Soft-skills: Customer service, Employee training, Teamwork, Leadership

Languages: English and Spanish