

# Diego Sanchez

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## EXPERIENCE

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### 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.

### HQ Sales Inc

Oklahoma City, Oklahoma (Remote)

Software QA Engineer

August 2025

- Conducted tests for websites, security authentication, networks, CMS platforms, and portals.
- Executed and documented API performance with Postman to ensure functionality for end-users.
- Reported bugs and blockers using Jira to track progress, keep logs, and provide process optimization.
- Validated bug fixes and perform regression checks, user scenarios, and edge conditions to remove defects and allow great user experience.
- Collaborated with a team of software developers and UI/UX designers to promote process optimization and provide quality products to our customers.

### 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

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### 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
  - URL: <https://github.com/DiegoSanchez717> (My-personal-website repository)

## EDUCATION

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### 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

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**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