

# DYLAN SILVA

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## EDUCATION

**California State University, Fullerton, Fullerton, Ca**

Expected Graduation: May 2024

*Bachelor of Science, Computer Science GPA: 3.51/4.0*

Dean's List: 2021, Fall 2022, 2023

Clubs: Pi Kappa Alpha (August 2020 - May 2024), Video Game Design Club (January 2021 - August 2022)

## TECHNICAL SKILLS

- Programming Languages: SwiftUI | Python | C++ | HTML | CSS | JavaScript | SQL | PowerOn
- 4 years Python and C++, 1.5 years SwiftUI - 6+ Projects
- PowerOn, SQL, and HTML in professional setting for prior internship experience

## PROJECTS

**Pawsitive - SwiftUI (Student Senior Project) | SwiftUI**

January 2024 - Present

- Customized login and registration page with firebase for authenticating users including password confirmation UI and ability to remain logged in
- Created map view in tandem with the "Home" page to search for nearest pet hospitals, dog parks, pet supply stores, and fun activities (i.e. pup cups) within a 15 mile radius
- Implemented 2 adaptable UI views: "Home" and "Profile" page, integrated with firebase to automatically fetch personal information and enhance user experience

**Quizness | HTML, CSS, JavaScript**

March 2024 - April 2024

- Utilized modularization with Immediately Invoked Function Expressions (IIFE) to setup quiz environment upon start and retry of a quiz
- Formulated user interface working with CSS styling in order to provide users an adaptive and responsive design
- Designed dynamic HTML element buttons based on inputted question and answer array for each quiz, manipulating the DOM to be flexible

**FTP Dual Channel - Client/Server (Student) | C++**

January 2023 - April 2023

- Collaborated with team to create a C++ File Transfer Protocol (FTP) both server and client
- Investigated servers where clients connect through unique server specified port number to upload and receive text files from database allocating up to 100 KB of space per file

## PROFESSIONAL EXPERIENCE

**1st United Credit Union**

June 2022 - August 2022

*Enterprise and Core Apps/IT Intern*

Pleasanton, Ca

- Programmed scripts using SQL (SSMS), pulling data from core system, generating a reports containing instant issue cards per: branch/year/month, general user account data, and user types
- Learned languages SQL, HTML, and PowerOn (core - Episys Symatar) to complete daily tasks
- Automated SQL and PowerOn through the OpCon environment to run daily tasks, improving efficiency by 20%
- Collaborated with teams weekly including DevOps, Core Apps and Security

## LEADERSHIP EXPERIENCE

**Customer Service - eService Lead, Titan Shops Bookstore, Fullerton, Ca**

August 2023 - Present

- Spearhead customer service initiatives for 50+ online orders per day, ensuring customer satisfaction
- Serve as the frontline liaison, addressing all inbound phone calls and emails, resolving daily customer concerns with precision and empathy
- Usher onboarding process by providing policy insights and procedure to newly rostered team members biweekly
- Execute order fulfillment operations, packing and dispatching orders from the floor to customer residences, guaranteeing seamless delivery experiences daily