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• END USER SUPPORT

CORE COMPETENCIES

- PROGRAMMING LANGUAGES PROFICIENT (JAVA, C, C++, PYTHON)
 VALUE ENGINEERING • CONFLICT RESOLUTION
- PROGRAMMING LANGUAGES KNOWLEDGEABLE (ASSEMBLY, FORTRAN, HTML, CSS, MYSQL, JAVASCRIPT)
- CLIENT RELATIONS PC/MAC/LAN/WAN Customer Service
- DESKTOP ADMINISTRATION DOCUMENTATION • Blueprint & Schematic Reading PRODUCT EDUCATION
- Foreign Languages Proficient (Spanish)
- FOREIGN LANGUAGES KNOWLEDGEABLE (JAPANESE)

SUMMARY OF QUALIFICATIONS

- Excellent communication, organization and problem solving skills and the leadership and discipline to develop and motivate both colleagues and clients. Strong sense of priorities, a keen eye for detail, and a valued reputation for integrity. Strong analytical skills experienced in the implementation of value engineering methodologies. Excellent abilities in adapting to changing technologies.
- Disciplined and flexible professional with a hands-on approach successful in training end users in multiple technologies. Strong problem solving skills experienced in services and product integration and technologies conflict resolution. Demonstrated knowledge of current technologies, product training and end user support. Hold current active government security clearance.

EDUCATION

2014 - Present THE UNIVERSITY OF TEXAS AT AUSTIN, Austin, TX [Expected Graduation: May 2018]

Masters and Bachelors of Science in Computer Science [Cumulative GPA: 3.807 Major GPA: 3.712]

- McNair Scholar
- Member of Association of Computing Machinery
- Learning Agents Research Group Building-Wide Intelligence Project
- Classes Data Structures; Computer Architecture; Operating Systems; Discrete Mathematics; Linear Algebra; Probability and Statistics; Differential & Integral Calculus; Autonomous Intelligent Robots I and II – Research; Sequences, Series & Multivariable Calculus; Algorithms and Complexity; Automated Question Answering; Number Theory; Robot Learning; Dependable Systems; Compilers;

Applied Statistics; Artificial Intelligence; Machine Learning; Natural Language Processing

2015 - 2016	MIDLAND COLLEGE, Midland, TX General Education Coursework
2008 - 2011	PARK LINIVERISTY Parkville MO Bachelors of Science in Computer

2004 - 2005MIAMI DADE COLLEGE, Miami, FL General Education Coursework

PROJECTS

2015

FRI Summer Research Scholarship - Building Wide Intelligence (BWI) Lab

- Mentored students interested in the research conducted in the BWI lab.
- Created new tasks for the Autonomous Intelligent Robots in the lab that would allow for them to be useful to others and provide assistance in day to day tasks.

2016

McNair Summer Research Institute - Building Wide Intelligence (BWI) Lab

- Mentored students in the Freshman Research Initiative.
- Conducting rigorous research pertaining to the topic of Autonomous Intelligent Navigation for Mobile Robots with an emphasis on the Social Navigation aspects of using LEDs to communicate state information.

EXPERIENCE

2014 – 2016: SPACE AND GEOPHYSICS LABORATORY, APPLIED RESEARCH LABORATORIES UT, Austin, TX

- Work on project for analyzing data and calculating electron density counts in the ionosphere.
- Maintain and enhance capabilities of core project code by developing new features, fixing bugs, and unit testing.
- Maintain and enhance user accessible web service, fixing bugs and adding additional requested features.
- Utilize Git for tracking changes and to maintain version control.

2006 – 2014: UNITED STATES MARINE CORPS. Various Locations

Over seven years of progressive service as a Marine with highlights including leadership, management, telecommunications, encrypted messaging service, and support. As well as providing security support to State Department embassies and personnel.

SPECIALIZED TRAINING: Technical Controller, Security, Advanced Mathematics, Leadership Training, 2008 – 2014