

Jordan Lopez

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EDUCATION

Bachelor of Science, Computer Science

Expected Dec 2026

Florida International University | Miami, FL | GPA: 3.5

Associate in Arts

Aug 2011 – May 2013

Miami Dade College | Miami, FL | GPA: 3.1

TECHNICAL SKILLS

- **Programming Languages:** Java, Python, JavaScript, HTML, CSS
- **Web Development:** Shopify, E-commerce Optimization, MailChimp, Klaviyo, Gorgias
- **Tools & Frameworks:** Git, GitHub, Agile & Scrum Methodologies, QuickBooks, Zendesk, Attentive
- **Operating Systems:** Windows, macOS, iOS, Android

PROJECTS

Personal Portfolio Website | *HTML, CSS, JavaScript, Git*

- Designed and deployed a responsive portfolio at jordanlopez.dev to showcase technical projects and experience.
- Implemented version control using Git and Github to manage updates and deployments.

Instagram Data Insights Tool | *Python, Instagram Graph API, JSON*

- Developed a Python program that retrieves account analytics via the Instagram Graph API.
- Parsed and visualized engagement metric such as impressions, likes, and reach using structured JSON data.

Library Management System | *Java, Object-Oriented Programming*

- Built a console-based system enabling users to check out, return, and manage library resources.
- Applied inheritance and polymorphism through a class hierarchy for `LibraryItem`, `Book`, and `DVD` objects.

PROFESSIONAL EXPERIENCE

Technology Officer

May 2018 – Present

Alamar Cosmetics | Miami, FL

- Spearheaded the development and optimization of the company's Shopify-based e-commerce site, improving usability and customer engagement.
- Provided technical support and system training for employees across marketing and operations departments.
- Collaborated with teams using Agile principles to streamline workflows across MailChimp, Klaviyo, and QuickBooks.
- Implemented data protection protocols and ensured software compliance for internal business systems.
- Contributed to internal process automation and data reporting, improving operational efficiency using software solutions.

Advanced Repair Agent

2013 – Sep 2018

Best Buy – Geek Squad | Miami, FL

- Diagnosed and repaired hardware/software issues on Windows and macOS systems, achieving consistent customer satisfaction.
- Troubleshoot complex issues involving operating systems, malware, and device optimization.
- Delivered technical support and guided clients through data backup, system recovery and preventive maintenance solutions.