Josue de Santos

josue@josueds.me | linkedin.com/in/josuedesantos | github.com/JosueDSL | www.josueds.me

Education

Codecademy
Full Stack Professional Engineer - Professional Certification   Expected March 2024

Harvard University, Online
CS50: Introduction to Computer Science   Completed 2023

University of Guadalajara - UDG
General Competency-Based High School Education (Grade: 93 / 100)   Completed 2021

Relevant Coursework
- **Computer Science:** Data Structures, Algorithms, Programming Languages and Their Implementation, Web Programming.
- **Informatics:** Computer Networks, Databases, Client Side Development, Server Side Development, Design Thinking, System Design and Analysis.

Technical Skills

Proficient Languages & Frameworks: Python, Java, SQL, JavaScript, HTML, CSS.
Knowledgeable Languages & Frameworks: C, Django, Bash.
Tools: Git, Linux.

Work Experience

Currently Teaching CS50 - Computer Science and Programming   08/2023 - Present

- Actively engaged in teaching CS50 Computer Science and Programming.
- Concurrently advancing skills in Full Stack Engineering through coursework on Codecademy.

***Nextiva* - Technical Support Specialist.**   06/2022 – 03/2023

- Help Desk/IT support for VOIP/Network issues.
- Advanced Network checks, DHCP/DNAT troubleshooting.
- Hardware provisioning, Salesforce, and software support.
- Analytical problem-solving in complex, high-pressure situations.
- Ensured HIPAA and CPNI compliance.

Xfinity - Technical Support Representative, Tech Support Trainer.   10/2020 – 06/2022

- Resolved technical issues with telecommunications services (Internet, cable, landline phone) as a Tech Support representative.
- Selected to train new customer representatives to improve their technical fixing skills.
- Enhanced sales rate through targeted training initiatives.