Juan Baldarrago

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EDUCATION

County College of Morris   **Randolph ,NJ**
Associates of Science in Computer Science | *September*
2023 – May 2025
- **Relevant Coursework:** Computer Science I, Computer II, Computer Architecture & Assembly Language, Discrete Mathematics, Data Structures & Algorithms, Fundamentals of Programming(Python), Database Programming(SQL)

Skills

- **Platforms:** Java, Python, SQL, Linux, Tableau, Excel, Python library(Pandas & Numpy)
- **Certifications:** Google Cybersecurity Professional Certificate

WORK EXPERIENCE

Marshalls, Parsippany, NJ   August 2021-Present
Returns Associate
- Delivered high-quality service by efficiently processing over 100 returns daily, ensuring compliance with company policies while addressing customer inquiries to enhance satisfaction and loyalty.
- Maintained accurate records of returned merchandise, utilizing POS systems to track inventory levels, restock items promptly, and reduce discrepancies, contributing to a 15% improvement in inventory accuracy.
- Demonstrated strong conflict resolution skills by effectively handling customer complaints, successfully de-escalating situations, and providing tailored solutions that increased customer retention rates by 20%

County College of Morris, Randolph, NJ   October2024-Present
I.T. Student Help Desk
- Provided troubleshooting support for campus technology, including websites, WiFi, printers, and scanners, ensuring minimal downtime and efficient resolution of issues.
- Assisted students and faculty with technical problems, delivering prompt and effective solutions to enhance the overall user experience on campus.

LEADERSHIP & EXTRACURRICULAR EXPERIENCE

CyberGames Competition -
Team Leader
- Directed a data analysis team tasked with uncovering trends and microtrends in real-world U.S. market datasets.
- Utilized Python (with libraries such as NumPy and pandas), R, Excel, and Tableau to clean, filter, and analyze data; designed visualizations in Tableau and used editing software to create a polished presentation for judges.

DataFest Competition -
Team Leader
- Directed a data analysis team tasked with uncovering trends and microtrends in real-world U.S. market datasets.
- Utilized Python (with libraries such as NumPy and pandas), R, Excel, and Tableau to clean, filter, and analyze data; created interactive visualizations in Tableau to communicate key insights effectively.

Lake Parsippany Recreational -
Parsippany, NJ
Recreation Staff Member   January 2013- August 2018
- Organized and led recreational activities for diverse age groups, including sports, arts and crafts, and educational programs, fostering a fun and engaging environment for participants.
- Ensured the safety of all participants by enforcing facility rules and regulations, conducting regular safety checks, and responding swiftly to emergencies, resulting in a secure recreational experience.

ADDITIONAL INFORMATION

Languages: Native Speaker Spanish