

# Mateo Flores

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## PROFESSIONAL SUMMARY

Detail-oriented and driven Software Engineering student with hands-on experience in IT support, athletic communications, and software development. Skilled in troubleshooting technical issues, providing excellent customer service, and working with technologies like Python, C/C++, and web development frameworks. Proven ability to manage projects, collaborate with teams, and deliver innovative solutions to real-world challenges. Bilingual in English and Spanish, with strong interpersonal and communication skills. Eager to apply technical expertise and problem-solving abilities to contribute effectively to a dynamic tech environment.

## EDUCATION

**Northwestern College** | Orange City, IA  
Bachelor of Arts in Software Engineering | Expected May. 2025

**West Virginia State University** | Institute, WV  
Bachelor of Arts in Computer Science (Transfer) | Aug. 2021 – May. 2023

## PROFESSIONAL EXPERIENCE

**Technology and Management Intern** | Future Stars | Southampton, NY | May – August 2024

- Gained practical experience with booking software and client databases, emphasizing database management, system integration, and machine learning.
- Addressed technical challenges like system overloads and overbooking, developing a queuing system to improve booking efficiency and customer experience.
- Ensured data security during database operations and system upgrades, adhering to best practices.

**IT Technician** | Northwestern College | Orange City, IA | Jan. 2024 – Present

- Troubleshoot IT-related issues for students, faculty, and staff, enhancing problem-solving and technical skills.
- Gained expertise in computer repairs, system error resolution, and IT support best practices.
- Delivered excellent customer service by diagnosing problems efficiently and communicating solutions clearly.

**Athletic Communications** | Northwestern College | Orange City, IA | Feb. 2024 – Present

- Managed website content, statistical analysis, and graphic design to support the athletic department's communications.
- Produced live-stream events, troubleshooting technical issues to ensure smooth broadcasts.
- Enhanced communication and problem-solving skills through content management and event production.

**Front Desk Assistant** | Athletic Department | Northwestern College | Orange City, IA | Aug. 2023 – Present

- Provided administrative support, interacting with staff and visitors to ensure smooth daily operations.
- Utilized computer systems to assist with scheduling and inquiries.
- Developed interpersonal and customer service skills, contributing to professional growth in a team environment.

## PROJECTS

**Encryption and Decryption Program** | Python, Web Development | Aug. 2024

- Created a program to encrypt and decrypt data using the Caesar cipher technique, gaining hands-on experience with cryptography principles.
- Tackled real-world software security challenges, reinforcing problem-solving skills in a web development environment.

**PiCar X** | Python, Networking, UDP | Nov. 2023

- Collaborated with a team to develop a program controlling a robot car (PiCar) via keyboard commands over a UDP network connection.

- Enhanced teamwork and networking protocol knowledge through project collaboration.

#### **UDP Chat System** | Python, Networking, Cybersecurity | Sep. 2023

- Designed a UDP-based chat system in Python, ensuring reliable data transfer and user-friendly functionality.
- Focused on cybersecurity principles by implementing error-handling mechanisms for secure communication.

### **Mateo Flores**

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#### **TECHNICAL SKILLS**

- **Languages:** Python, C/C++, SQL, JavaScript, HTML/CSS, Perl, Linux/Unix.
- **Frameworks:** React, Node.js, Django, NIST.
- **Developer Tools:** Git, Git Bash, VS Code, Visual Studio, PyCharm, Godot.
- **Libraries:** Pandas, NumPy, Matplotlib.

#### **PERSONAL SKILLS**

- **Languages:** Spanish (Native), English (Bilingual).
- **Customer Engagement:** Excellent communication, problem-solving, and customer service skills.
- **Digital Marketing:** Social media management, video editing, photography.