Carlos Miranda

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Objective

Seeking a challenging position in a technology related company to fully utilize creativity and leadership skills

Education

Bachelor of Science Computer Engineering Technology   06/2017
University of Houston- Houston, TX
Overall GPA 3.0

Relevant Coursework

Sensors and Applications
Microprocessor Architecture
Embedded Systems

Relevant Projects

Final Project Sensor Applications – Snake Habitat, First Place
Final Project Microprocessor Architecture – Lunar Lamp, First Place

Experience

Self Employed – Information Technology Systems & Support   03/2012 – Present
Jerry D. Patchen Law Firm
Evaluated and overhauled network security
Upgrade and maintain office servers, PCs, equipment & software

MVM Inc. – Linguist/Developer   06/2005 – 02/2012
Drug Enforcement Agency Spanish to English – English to Spanish translation
Obtained Department of Justice DEA Sensitive security clearance
Aided DEA Special Agents in organizing usable data for warrants
Monitored live wiretap criminal activity calls
Prepared multiple DOJ reports for warrant extensions
Standardized various handwritten forms into semi-automated spreadsheets

Choctaw Communications – Multiple roles   02/1997 – 02/2005
Started as **Customer Service Agent**
     -Resolved approximately 160 customer grievances per day
     -Attained high customer satisfaction, lowering callback rates
Promoted, **Customer Service Supervisor**
     -Managed 32 customer service agents for Bellsouth service area
     -Designed customer service agent manuals to expedite resolution of common issues
Promoted, **Software Systems Trainer**
     -Designed employee training materials for Bellsouth and AT&T market areas
     -Organized and executed new employee training, existing employee refresher & transitional courses
Promoted, **Management Information Systems/Jr. Technology Officer**
     -Analyzed and improved existing technology infrastructure
     -Used SQL to generate custom executive reports

Skills

Microsoft Office 2003, 2007, 2013
Bilingual Spanish/English
Ubuntu Server 14.04
Project Management
Data Mining
Networking