| Nathaniel Carballo  Jr. Software Engineer | Richmond, TX 77406  **+1 (346)236-9419**  **Nathaniel.Carballo@gmail.com** |
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| EDUCATIONColorado Technical University, Colorado Springs — *BSc in Computer Science in Software Engineering*SEPTEMBER 2018 - JUNE 2022Alpha Omega Academy (Home School), Katy — *Diploma* May 2011 PROJECTSHeart Failure Prediction — *Python Machine Learning* An application created using Python and K-Nearest Neighbor algorithm to predict heart failure within patients using previously collected information, such as heart rate, blood pressure, and previous conditions. Company Sales — *Java Multi-Class*  An application created using Java composed of multiple class files to determine account information, rate per hour, and items sold to determine the amount to be charged to that particular account. EXPERIENCESykes Enterprises Alpine Access, Remote — *Customer Service Representative*January 2018 to September 2018 ⦁ Practice safety in handling operations and procedures with no supervision.  ⦁ Responsible for working independently with the preparation of documentation required for operations.  ⦁ Verify customer identification and documentations required for service and report any discrepancies.  ⦁ Established knowledge of protocols, answering customers inquiries, and provided excellent customer service as part of a fast-paced environment.  ⦁ Maintained customer satisfaction with forward-thinking strategies focused on addressing customers needs directly and resolving their concerns. AMF Bowling Center, Stafford, TX — *Front Desk Associate*August 2017 to December 2017 ⦁ Cultivated professional relationships with customers through active response and dedicated assistance.  ⦁ Handled payment processings duties and provided customers with receipts.  ⦁ Delivered key administrative support to coworkers, taking on additional tasks during peak times.  ⦁ Addressed and welcomed a large amount of guests per day, improving overall customer service engagement. Petco, Sugarland, TX — *Manager*May 2016 to March 2017 ⦁ Inquired about customer’s needs and performed upsells to match said needs.  ⦁ Performed processing and support functions in and around the daily earnings.  ⦁ Enhanced team performance through coaching, development, feedback, and effective communication. | LANGUAGES  * Python * C++ * C# * Java * SQL * CSS * HTML5 * JavaScript  SKILLS  * AI Development * Data Structure & Algorithms * Object Oriented Programming Systems * Software Development Lifecycle * Relationship Management * Escalation Management |