Octavio Zuriel Zavala III

GitHub

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Work Experience

Xfinity by Comcast   August 2024 - Current
Retail Service Associate
Wheaton, Illinois
- Support customer onboarding by completing mobile device activations and provisioning accounts using Retail 360 and CRM platforms.
- Troubleshoot technical and system-related issues and document recurring defects to improve tool reliability and user experience.
- Escalate unmapped or persistent system errors to internal technical teams through ECM/Techspot, ensuring timely resolution.
- Perform inventory audits and correct discrepancies in accordance with company policies and internal control standards.

LatinX Digital Leaders Now   January 2024 - April 2024
Student Intern
Chicago, Illinois
- Assisted in the design and implementation of a Python-based language translation script using Node.js to support external client needs.
- Collaborated with stakeholders to gather requirements and communicate technical progress.
- Maintained clear documentation and updates to support project tracking and delivery.

Projects

NVS (Nova Sound)   September 2025
Solo Developer
- Developed and tested a full-stack MP3 player application in Java with Swing-based GUI and integrated third-party libraries.
- Constructed front-end and back-end components to support song upload, playlist creation, and dynamic metadata display.
- Documented system functionality and design decisions to support maintainability and future enhancements.

Monad   October 2023 - June 2024
Lead Programmer and Technical Artist
Chicago, Illinois
- Engineered core character controller and input systems within Unity.
- Implemented controller support and UI enhancements to improve usability and accessibility.
- Authored and maintained technical documentation to support onboarding and team workflows.

Technical & Analytical Skills

- Programming: C++, Java, C#, Python, HTML/CSS/Javascript
- Tools & Platforms: Visual Studio, Unity, Unreal Engine, Oracle, Git
- Methods: System Testing, Troubleshooting, Documentation, Requirements Gathering

Education

DePaul University
Bachelor of Science in **Game Design**
Minor in **Computer Science**

Volunteering

Global Cybersecurity Initative Chicago   March 2024
- Moderated guest speakers, alongside greeting guests to maintain a friendly atmosphere.

Frosty Faustings XV   Feburary 2024
- Independently ran over 4 competitive fighting game tournament brackets consisting of 10+ competitors.