SERGIO VILLARREAL

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Summary:

I am a dedicated and results-driven individual born and raised in Texas. Currently pursuing a degree in Computer Science with a specialization in cybersecurity and data science at the University of Texas at San Antonio. My previous experience in a high-level leadership role at Chick-fil-A afforded me invaluable lessons in effective leadership, teamwork, and customer service. I am currently seeking an environment where I can channel my efforts towards enhancing my technical expertise and leadership acumen. I am enthusiastic about contributing my knowledge and skills to drive meaningful impact wherever I go.

Skills:

- Leadership
- Leadership development
- Team management
- Inventory management
- Cash management
- Customer service
- Critical thinking
- Bilingual (Spanish)
- Agile learner
- Emotional intelligence

Technical Skills:

- Python
- Java
- C
- Web automation
- Shell Scripting
- Git
- Linux
- SQL
- Docker
- iOS development

Work:

2021-22 Team Member → Supervisor

Joined Chick-fil-A as a dedicated team member. My commitment to excellence and strong work ethic led to a swift promotion to Supervisor.

2022-23 Director of Drive-Thru

Elevated to the role of Director of Drive-Thru, where I assumed responsibility of the largest sales channel in the business.

Education:

2021-23

Completed Associate of Science and Art at Alamo Colleges.
GPA: 2.9

2023-25

Studying for my Bachelor of Science in Computer Science.
Expected Graduation Date: May 2025
GPA: 4.0

Transferrable Skills and Experience:

- **Leadership**
  - Led a team of 10-15 team members. Cultivated a productive and supportive atmosphere focused on achieving operational excellence.
  - Identified team members with potential and invested resources to nurture their growth into leadership positions.
  - Took ownership of drive thru sales channel. Ensured peak performance and seamless operations. Learned invaluable lessons in ownership, responsibility, and business.
  - Proficiency in high level store operations, including opening and closing procedures, cash management, and equipment maintenance (iPads, POS terminals, KPS screens, card readers, receipt printers, etc.).
- **Customer Engagement**
  - Utilized CFA Spotlight software to actively engage and interact with customers.
  - Fostered personal connections with customers, driving catering sales through tailored recommendations.
  - Resolved customer concerns through attentive one-on-one communication.
- **Inventory Management**
  - Weekly ordering of inventory utilizing Inform IMS.
  - Managed inventory based on sales patterns. Minimized waste and optimized resources.
  - Performed end-of-month inventory counts. Analyzed metrics derived from EOM to drive business improvements and operational efficiency.

Project Portfolio:

- **Creation of Datasets Containing the Entire Bible Across Multiple Versions for use in Machine Learning Applications**
    - Python, web scraping, data mining, dataset management, version control (git),
- **Full Feature iOS Sound Board App**
    - Swift, UIKit, UI/UX design, data persistence, accessibility, software development, mobile app development
- **Full Feature iOS Trivia App**
    - Swift, UIKit, API integration, network calls, data parsing
- **Twitter Bot for Real-time Responses (Now Deprecated)**
    - Python, Twitter API integration, user engagement, social media automation
- **Class Enrollment Alert System**
    - Communication and alerting solution, user notifications, process streamlining
- **Network-Wide Ad Blocker with Raspberry Pi**
    - Network administration, network security, ad-blocking technologies, enhancing user experience
- **Data Encryption and Decryption Project**
    - Cryptography, data security and privacy, data protection

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Accomplishments and Awards:

- UTSA Fall 2023 Honor Roll
- UTSA Spring 2024 President's List
- Accepted into Purdue University's National Data Mine Network (NDMN) for Fall 2024
- Competed in 2022-23 International Collegiate Programming Contest (ICPC) at Texas State
- Completed CodePath's iOS development course
- RowdyHacks 2024 attendee, 24-hour project
- Member of the Association for Computing Machinery
- Junior Officer for ICPC division at UTSA
- 2023 HACU Emerging Leaders' Summit attendee
- Youth Code Jam volunteer

Relevant Academic Coursework:

Discrete Math: A
Calculus I, II: B, A
Programming I, II: A, C
Data Structures: A
Math Foundations of Computer Science: A+
Principles of Cybersecurity: A
Data Science: A+
Cyber Operations: IP
Data Mining: IP
Database Systems: IP
Machine Learning: IP

Systems Programming: A
Application Programming: A+
Analysis of Algorithms: A
Business Computer Applications: B
Computer Organization: A
Artificial Intelligence: A+
Operating Systems: C+
Computer Architecture: A
Distributed and Cloud Security: IP