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SERGIO PRIETO

SOFTWARE ENGINEER

SUMMARY

- Supervisor of six years of experience managing teams looking to transition into a career to develop and succeed in a professional setting. Worked with a group of four peers to build a full-stack application over the course of 6 months. Invested in learning the "why's" behind technology to build more impactful projects.

EMPLOYMENT

Shift Supervisor　　　　　　　　**Starbucks Coffee Company**　　　　　**September 2015 - Present**

- Leading a team of 2-6 to promote exceptional experiences for customers.
- Work tightly with multiple teams across various types of stores (cafe, drive-thru) to meet and improve on store objectives.
- Led in multiple stores where customer satisfaction metrics improved by over 50% in a year's course.
- Manage daily tasks and employee breaks while adapting to meet potential changes in customer demand.

Technical Support Rep　　　　　　**Refunds Today, Inc**　　　　　**November 2015 – May 2017**

- Quickly learned the software, Taxwise, as well as fundamental tax laws in 2 weeks to provide essential support to customers' software, computer systems, and networks.
- Closely managed time to ensure calls were on average less than 5 minutes each to maximize customer throughput.
- Successfully communicated directions to guide customers around Taxwise and their systems.
- Utilized Jira to organize customer tickets with the rest of the team.

EDUCATION

Tempe, AZ　　　　　　　　**Arizona State University**　　　　　**August 2017 – December 2021**

- B.S. in Software Engineering, estimated to graduate December 2021. GPA: 3.74; Dean's List 2019-2021.

UNDERGRADUATE COURSEWORK

- Embedded C Programming (2021). Implement device drivers, scheduling algorithms, and APIs to create a fully-functional IoT microcontroller.
- Computer Architecture (2021). Simulated a single-cycle CPU in C++. Implemented concepts such as pipelines and caches.
- Operating Systems and Networks (2020). Transformed .png images in C using bitmaps. Explored VM's and programming for the Linux kernel.
- Data Structures and Algorithms (2019). Explored structures such as trees, maps, and graphs in Java. Studied time and space complexity of a variety of algorithms.

TECHNICAL EXPERIENCE

Projects

- **Retrospective Toolkit** (2020-2021). Senior project where users can roll dice and connect to each other's sessions to view in real-time. Developed a full-stack application with a testing suite that maintained a goal of over 80% code coverage. Javascript, ReactJS, NodeJS, ThreeJS, Heroku, AWS.
- **Spotify Portal** (in progress) – Web page that connects to a smart contract that stores favorite Spotify songs to the blockchain. ReactJS, Typescript, Web3JS, Solidity.

Languages and Technologies

- Proficient: Typescript, ReactJS, C, Java, Linux, Git.
- Prior Experience: AWS S3, AWS Lambda, C++, Assembly, MYSQL.