

**Angel J. Santiago**

To Whom It May Concern,

I feel as though I am right for this Quality Assurance position with Vita Cost for my experiences, aspiration, attitude and passions are all aligned with the essential function of this job– to bridge people from what they have, to what they need. Given the opportunity I’d work with a sincere, career orientated, focus to define and deliver on the objectives of this position. My dream is to design, develop and appropriate technologies to make education more individualistic, and therefore, more effective. It is with this same ambition that I yearn to work with Vita Cost to provide the highest quality software experience to internal and external customers.

I have a working understanding of computers, servers, databases, and network technologies. I can design and develop responsive web apps using Facebook’s React library. I have extensive experience creating graphics with photoshop. I have written scripts for programs to automate and assist with administrative tasks. I am certified in numerous Microsoft Office Applications. Most notably, I can generate tables, analyze data, make reports and answer questions with Microsoft Excel. In addition, I can build machine learning models in both the R and Python languages to further analyze a dataset. I hold five months of sales rep experience where I acted as the primary, and usually sole, contact between the customer and the company– a testament to my ability to coordinate well with others and intuitively exercise sound judgment.

I am an obsessive, fast paced, life-long learner. I am most productive working alone, but can perform and function exceedingly in team environments. I pride myself on my willingness to continuously and emphatically prototype objectives, from various perspectives. My ability to gather information and build strong mental models allows me to envision what is likely to occur, which in turn allows me to determine what to focus on as well as what to safely ignore. Pursuing a pedigree in IT has often required me to be spread thin in other areas of my life, and making these balancing decisions is where I excel. In my free time, I enjoy going to local skate parks and skating with friends.

Throughout my life, I have had the privilege to work and thrive in a variety of communities and teams and this has gone a long way in shaping who I am today. I’ve observed the impacts of positive communication on the energy of a team, especially under pressure. I’ve seen the detrimental effects of internal conflict and know what can happen when one neglects to check their ego at the door. I’ve come to find that individuals in a team contribute more when they are valued for the experiences and have confidence in their position. My experiences shape my belief that the overall objective of a team effort is to develop solutions through shared purpose, while maintaining a clear understanding that nothing is absolute.

Currently, I am concluding an internship with the U.S. Department of Veteran Affairs as a legal assistant for the Office of General Counsel. I work out of the regional office in the VA’s West Palm Beach Medical Center, from 2:00 – 6:00 pm, Thursday and Friday. The focus of my internship is to support the litigation and representational components of the OGC legal services, largely through administrative tasks, while maintaining a degree of confidentiality and information security. I am also working to help assess and improve IT functions throughout the organization by coordinating with those who use and administer our various technology systems.

My aspirations and passions shine value by bringing into continuing relations ideas concerning the vitality of connecting resources and information to disparate places, and in doing so, create insights linking issues together where others might not ordinarily make the connection. With the burgeoning power of data analytics, utilizing techniques of integration, mobilization and provision, I strive to someday help leverage individuals from every corner of the world out of troubling situations. To me, failure is resigning to absolutes; success is continuing on the unknown.

Thank you for taking this opportunity to realize my personal and professional goals.

Best Regards,

Angel Santiago

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**PROFESSIONAL PROFILE**

* Computer Science & Engineering undergraduate
* Worked with or studied: C, C++, Java, R, Python, Pascal, Lape, HTML/CSS, JavaScript, PHP
* Certified, comprehensive knowledge of Microsoft Dreamweaver, Excel, Word, and PowerPoint
* Working knowledge of Adobe Photoshop

**PROFESSIONAL EXPERIENCE**

Pizza Hut Inc., Boca Raton, FL

*Server/Sales Representative, August 2015 – December 2015*

* First, and usually the sole, contact between the customer and the company
* Represented the company over the phone and in person, conferring with customers on their pizza needs and choices
* Coordinated the initial and end process of continual food production, while attending customers who chose to sit and dine in
* Arbitrated most customer issues and complaints independently
* Took pride in all manual labor and janitorial duties

**EDUCATION**

**Objective:** Study Computer Science & Engineering as vessels for my endeavors in the educational industry- to design, develop and appropriate technology to make education more individualistic, and therefore, more effective.

Palm Beach State College, Boca Raton, FL

*Associate of Arts Degree 2017*

* GPA: 3.26/4.0
* CAPTURE - Computer Accelerated Pipeline to Unlock Reginal Excellence - program scholar
* Various and numerous technical competencies to supplement general education including:
  + *The Analytics Edge* – in examination of real world examples of how analytics have been used to significantly improve a business or industry.
  + *Big Data in Education* – in analysis of the methods for mining and modeling the increasing amounts of fine-grained data becoming available about learners
  + *Leaders of Learning* – in exploration of the shifting landscape of learning
  + *The Challenges of Global Poverty* – in examination of the challenges posed by economists of massive and persistent world poverty
  + *The Einstein Revolution* – in exploration of the changing role of physics in this century
  + *Justice* – in exploration of classical and contemporary theories of justice, and the application of these theories to contemporary legal and political controversies

**ADDITIONAL SKILLS**

* Three years of Spanish at an Honors level
* Intermediate level programming knowledge of C++
* Practical understanding of the basic principles of effective communication
* Compulsive learner; undaunting passion for knowledge
* Life-long skateboarder

**AWARDS AND HONORS**

* Internship with the US Department of Veteran Affairs
* Petty Officer 1st class in the Navy Junior Reserve Officer Training Corps
* Over a hundred hours of volunteer work with the Veteran of Foreign Wars - Post 10556