

# William Delgado

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## EDUCATION

### Computer Science

September 2024 - Present

*Brigham Young University - Idaho*

Rexburg, Idaho

- Pursuing a Bachelor's in Computer Science, maintaining a 4.00 GPA.
  - Completed coursework in dynamic web fundamentals, focusing on interactive and responsive design.
  - Developed a strong foundation in Python, JavaScript, HTML, and CSS, with hands-on experience in collaborative coding projects, teamwork, and version control.
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## WORK EXPERIENCE

### Teaching Assistant

January 2025 - Present

*Brigham Young Idaho University*

Rexburg, Idaho

- Graded more than 10 assignments and delivering constructive feedback to students every week, while developing clear explanations and problem-solving strategies to enhance student comprehension.
- Foster a collaborative learning environment, encouraging a group of 12 students to think and improve understanding and academic skills.
- Adapt explanations to suit different learning styles, ensuring every student of varying skill levels grasp key concepts improving grades for about 70% of the students.

### Grounds Crew Member

December 2024 - January 2025

*Brigham Young Idaho University*

Rexburg, Idaho

- Demonstrated strong teamwork and time management skills by collaborating with a team of six, each assigned specific tasks, to complete apartment cleaning tasks within tight deadlines.
- Employed as a Ground Crew Member, responsible for cleaning and managing apartments in Center Square, ensuring high cleanliness standards and contributing to tenant satisfaction with a positive, team-oriented attitude.
- Collaborated with a team to efficiently prepare apartments for new residents, exceeding daily apartment turnover goals ahead of schedule.

### Customer service agent

May 2024 - August 2024

*Teleperformance*

Bucaramanga, Colombia

- Provided customer service to Cemex Company to over 7 spanish speaking and 5 english speaking countries.
- Resolved over 80 customer inquiries and complaints daily across diverse cultural contexts, adapting communication styles.
- Delivered high-quality service, maintaining customer satisfaction through active listening, empathy, and efficient problem-solving, achieving over 90% customer satisfaction.