Abel Pena

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EDUCATION

University of Houston-Clear Lake   **Jan 2018-Dec 2020**
BS, Computer Science   Houston, Texas
- 3.0 GPA

TECHNOLOGIES AND LANGUAGES

- Languages: Java, C#, Python, JavaScript
- Technologies: Git, VSCode, Linux, API's
- Other: Project Management, Data structures and algorithms, Systems Admin, Spanish Speaker

PROJECTS

- Senior Project: Mock UHCL Advising Chatbot. Machine Learning focused project utilizing feed forward neural network with 2 hidden layers. Technologies implemented include SQL, PyTorch and FLASK API, a challenge aimed at helping students with basic advising tasks.
- Bug tracking application used for keeping track of tickets for projects in a system. Developed using C# and .NET with MVC design patterns. Utilized a code-first database implementation using Entity Framework, bootstrap and javascript for front-end layout and scripting.

WORK EXPERIENCE

Sherwin-Williams   **Jan 2017–Present**
3rd Key Manager   Pearland, Texas
- Developed professional relationships to improve retention of key customers.
- Management duties, purchase order creation and submittal, and inventory management.
- Responsible for 20% of total sales calls, 20% of new accounts opened for new customers and employee training.
- Counted registers and cleaned and secured shop at end of shift.

Sherwin-Williams   **Aug 2015–Jan 2017**
Sales Associate   Pearland, Texas
- Warehouse organization and optimization of racks and shelves to maintain the store's visual appeal.
- Cashier, product recommendation, and inventory management.
- Architectural paint mixing and custom color matching. Intermediate knowledge of color theory and design.

PlugPayPlay   **Jan–April 2014**
L2 Tech   London, UK
- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Completion of ticket inquiries regarding personal server operation, use and repair.