Alan Oliver Santiesteban

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EDUCATION

Georgia Institute of Technology, Atlanta, Ga   **August 2023 – Dec 2025**
Master of Computer Science, *Interactive Intelligence*

Georgia Gwinnett College, Lawrenceville, Ga   **August 2020 – July 2023**
Bachelor of Science, *Software Engineering* with a minor in *Business Administration*

WORK EXPERIENCE

Associate TMO Analyst, Deloitte   **Sep 2023 – Present**
- Led front-end enhancements in Comms Portal's contact page, improving readability for numerous users, and conducted annual cookie compliance reviews for multiple web portals, ensuring privacy standard adherence.
- Successfully migrated all settings from web.config to database configurations, enhancing system efficiency and managed redirection of older EDRMS endpoints to new URLs for seamless service. Updated the DownloadFile API endpoint
- Troubleshot and resolved UserSync issues affecting account creation, and conducted investigative spikes into Lambda/SQS implementation and Vantagepoint Process Server Jobs retrieval.

Technology Intern, TIAA   **Jun 2023 – Aug 2023**
- Served in a dual-capacity as a project manager and engineer, leading the development of an executive dashboard and coordinating cross-departmental data efforts with platforms like Workday and Jira.
- Championed a company hackathon, taking the helm as both tech lead and project manager, resulting in the creation of an AI chatbot focused on financial retirement education using LangChain on AWS and OpenAI Azure.
- Executed full-stack development for the chatbot integration, utilizing Python, Flask, and React to ensure seamless backend-to-frontend communication and a user-friendly experience.

Junior Field Service Engineer Intern, Actemium   **Nov 2021 – April 2022**
- Oversaw 100+ Virtual Machines (VMs), recording their functionality in a database and crafting an Excel-based database to identify software, resulting in a 20% cost reduction through enhanced operational efficiency.
- Conducted research on three industrial printers, providing recommendations and ensuring accessibility across two buildings and four departments.
- Supported project deliverables, creating comprehensive status reports and uploading weekly meeting minutes for managerial use.

Technology Ambassador Program Intern, Georgia Gwinnett College   **Jan 2022 – May 2022**
- Led a 4-member team in conceptualizing and developing a VR game using C# and Unity, aimed at addressing regular learning challenges and teaching programming fundamentals.
- Steered project management, establishing clear goals, responsibilities, and coordinating timelines, meetings, and presentations.
- Promoted VR education, facilitating and presenting six workshops to program stakeholders on the benefits of VR-based learning.

IT Labs Student Assistant, University System of Georgia   **Sept 2021 – May 2023**
- Repair and complete 100+ technology ticket malfunctions a week for 3D printers, Oculus Quests and computers.
- Support the IT Labs for students, professors, and staff by managing day to day operations.

Crew Leader, Up the Garden Path   **Jan 2016 – Jan 2019**
- Acted as the main point of contact for clients and developed relationships through consisted communications and ensured work was exceeding customer expectations.

LEADERSHIP EXPERIENCE

President, ALPFA & ITSA   **May 2021 – May 2023**
- Directed board recruitment and strategy, interviewing for key positions and working closely with a seven-member board to set the organization's direction, with emphasis on short and long-term goals.
- Pioneered DEI initiatives and career development programs, successfully hosting large-scale networking events like "Fears and Careers" and collaborating with top-tier companies like Google and Deloitte, resulting in heightened student exposure to industry leaders.
- Championed women and Latinos in STEM, through targeted events and programming, underpinning the importance of diversity, equity, and inclusion in enhancing the student membership experience.

Mentor, GGC Mentor Program   **August 2020 – May 2023**
- Recognized as "Best Mentor" at Georgia Gwinnett College, providing personalized guidance to 8 students on academic and career development, and assisting their smooth transition to campus with regular check-ins and resource referrals.

SKILLS & CERTIFICATIONS

- Programming Languages: Java, JavaScript, Python, PLC, C#, HTML, SQL, Node.Js, MERN, PHP,
- Software: Siemens Portal, TIA, AB, Microsoft Office, PrusaSlicer, Unity, Git, Github, MySQL, Visual Paradigm, MongoDB, Android Studio, AWS, langchain, openAI
- Interactive Intelligence:developing predictive models. Experience in TensorFlow, spaCys, NumPy
- Hardware: Server assembly, computer assembly, drives, motors, relays, panels, wiring, VR, Mobile Development
- Certifications: MTA – Security and Networking fundamentals | AWS – Cloud Practitioner