

America Muñoz

(520) 685-0519 | munoz.america18@gmail.com | [LinkedIn](#)

Education

B.S. Computer Science and Information Systems
National Louis University, GPA 4.0

Expected Graduation, June 2024
Wheeling, IL

Technical Skills

Python, SQL, Microsoft Access, IBM SPSS, Microsoft Office, Google Workspace, Canva

Professional Experience

Career Bridge Front Desk Associate (FWS) **National Louis University**

September 2023 – Present
Wheeling, IL

- Utilize Canva to design visually appealing and compelling graphics to broaden career related information and events
- Conduct comprehensive searches on career resource platforms to identify job opportunities that align with students' academic concentration
- Assist in the planning and execution of career-related events increasing student and professional engagement

Data Science Research Experience for Undergraduates (REU) **Worcester Polytechnic Institute**

June 2023 – August 2023
Worcester, MA

- Published research findings to MIT URTC conference contributing to the ongoing research of passive depression screening
- Pre-processed over 100,000 hours of time series sleep data creating a cohesive file later input into machine learning models
- Visualized time series data through Python to further understand the dataset and observe any trends or discrepancies
- Analyzed published research papers regarding depression diagnosis, machine learning techniques, and previous depression screening studies to apply research process

Intern / Research

National Louis University

January 2023 – May 2023
Wheeling, IL

- Analyzed data through SPSS software to further understand how data privacy affects an individual's decision making, emotional state, and general thoughts
- Carefully analyzed research papers for information regarding the privacy paradox, privacy laws, and security tools pertaining to data privacy
- Contributed to the marketing advancements of a non-profit by aiding in the enhancement of their social media presence and improvement of their website

Research Assistant

TechLoss Consulting and Restoration

September 2022 – April 2023
Buffalo Grove, IL

- Assisted in the processing of claims by researching equipment prices, vendors, and historical weather, for clients to ensure accurate information is provided with a timely claim completion
- Efficiently researched Actual Cash Value (ACV) and Replacement Cost Value (RCV) for equipment damaged
- Accurately created spreadsheets, and formulas through Excel, to ensure proper application of data
- Ensured efficient communication with vendors by using soft skills, professional language, and organizational tactics for an easy transition to the inspection and repairs on any damaged equipment

Customer Service Representative

ABC Plumbing, Sewer, Heating, Cooling, and Electric

September 2021 – September 2022
Arlington Heights, IL

- Achieved 84% in quality metrics for excellent customer service by demonstrating high ability to work in a fast-paced environment handling 100+ inbound calls a day
- Provided customers with correct and detailed information by communicating with them through preferred language English or Spanish

Leadership Activities

Vice President

National Louis University Computer Science Club

January 2022 – Present
Wheeling, IL

- Actively listen and engage with guest speakers and classmates to learn new skills and enhance knowledge
- Create presentations and visuals to demonstrate different programs and technical skills

Facilitator

Girls Who Code Camp

August 2022
Chicago, IL

- Presented coding techniques for incoming freshman students by planning daily lessons focused on enhancing their knowledge on Python
- Prepared future goal outlook by sharing stories of different women in technology along with personal anecdotes to encourage them to pursue a career in technology

Awards & Languages

- D214 NLU Full Tuition Scholarship (2021)
- Native Spanish Speaker