

Angel Montes

Oswego, Illinois | (630)-822-1871 | angelmontes7@yahoo.com

EDUCATION

North Central College

Bachelor of Science, Computer Science

•GPA: 3.66

May 2025

WORK EXPERIENCE

Comcast

Oct 2022 - Mar 2025

Lead Retail Sales Consultant

Naperville, Illinois

- Ranked as #1 Sales Consultant in the Entire Company (2023) and #3 in the Greater Chicago Region (2024) through data-informed customer engagement strategies.
- Applied consultative techniques to identify customer needs and drive upsell and cross-sell initiatives, consistently achieving conversion rates of 200%, 300%, and 400%.
- Delivered expert technical support by promptly troubleshooting network and connectivity issues, thereby enhancing customer satisfaction and retention.
- Collaborated with internal teams to analyze customer feedback and sales performance, refining strategies to support data-driven decision-making and operational improvements.

TECHNICAL PROJECTS

OpenPlay

- Developed a mobile app using Expo and React Native that allows users to find and reserve sports facilities and place wagers, enhancing community engagement through competitive play
- Developed over 3 months in a 4-person team using Agile sprints and Git with GitHub for version control and collaboration.
- Enabled real-time chat-room functionality with Socket.io, improving in-app communication and coordination between users.
- Integrated Stripe for secure payment processing, allowing users to fund accounts and settle wagers instantly.
- Utilized Neon Postgres database to store transactional and facility-related data, ensuring high performance.
- Implemented Clerk with Google OAuth for seamless authentication and fast user onboarding, reducing drop-off rates
- Designed and implemented dynamic data visualizations to display user wagering history and profit/loss trends, enabling authenticated users to interact with personalized analytics through a secure login dashboard.

UK Road Accident Dashboard

- Developed an interactive Power BI dashboard analyzing UK road accident data (2021–2022), supporting decision-making for transport agencies and safety stakeholders.
- Cleaned and profiled large datasets in Power Query Editor; handled missing values and ensured data integrity across all metrics.
- Built custom DAX measures to track KPIs including total casualties (195.7K), YoY growth (-11.9%), and accident severity distributions.
- Designed geospatial and temporal visualizations to highlight high-risk regions, time-of-day patterns, and vehicle-type trends.

Insightify

- Built a responsive website with user authentication, email subscriptions, and social media integration.
- Developed Google Chrome extensions for email scraping and ad blocking, extending platform usability and attracting power users.

KwonKasino

- Constructed a relational database for casino operations with advanced SQL queries, streamlining backend process and improving query performance
- Integrated the database with a Java interface, enabling seamless real-time updates between UI and backend

TECHNICAL SKILLS

- Programming Languages:** Python, Java, JavaScript, TypeScript
- Web & Mobile Development:** React, React-Native, Node.js, HTML, CSS, Express.js
- Databases:** MySQL, MongoDB, PostgreSQL
- Machine Learning & Data Analysis:** PyTorch, Pandas, NumPy, Scikit-Learn, Power BI

CERTIFICATIONS

- Data Analysis with Python Certificate:** IBM March 2025