

EXPERIENCE

Turtle Wax Car Wash, Crystal Lake, IL — *Manager/IT Specialist*

FEB 2017- MAR 2020

- Managed up to 30 employees and oversaw machinery, electrical wiring, automation control panels, and hardware at a car wash.
- Installed and maintained main computer and equipment such as cameras, scanners, and office equipment.
- Made decisions to minimize losses and provide great customer service, with an understanding of the financial impact of small decisions.
- Worked with the IT team at corporate headquarters to implement a visitor management system and replace office phones with VoIP-capable handsets.
- Migrated all services to Azure before COVID lockdowns ahead of schedule and performed routine maintenance on onsite server during migration.
- Collaborated with vendors to source new parts and invoice expenses.

Albecca Inc., Elk Grove Village, IL— *Production Specialist*

AUG 2020 - FEB 2021

- Worked on the production floor making picture and art frames for corporate customers and museums.
- Learned to use old software, AS-400, and read documentation to optimize tasks like inventory lookups and form printing.
- Reduced time for these tasks from 30/90 seconds to 8/14 seconds, respectively.
- Processes were used by different users hundreds of times a day, resulting in significant time savings.

Target, Iowa City, IA— *Team Member*

MAR 2021- PRESENT

- Worked at a small-format Target store in Iowa City.
- Rotated through duties such as unloading freight, inventory, and checkouts.
- Trained new hires in using all-in-one devices.
- Improved IT by adding helpful shortcuts and calibrating touchscreens.

EDUCATION

University of Iowa, Iowa City, IA— *Computer Science*

AUG 2021 - MAY 2024

SKILLS

IT Support

Internal & External Customer Service

Written Communication

Java, JavaScript, React, Python, C++, HTML/CSS

Debugging

Documentation

Creativity

ACHIEVEMENTS

Exposed data breach in University of Iowa IT system affecting over 400,000 individuals spanning a decade

Optimized production floor processes, resulting in significant time savings

Assisted in fully implementing remote work capabilities for a main office

LANGUAGES

English, Spanish