

PROFESSIONAL SUMMARY

Computer Science student and experienced Amazon associate with a strong foundation in technical troubleshooting, hardware/software support, and inventory systems. Seeking to leverage hands-on Amazon operations knowledge and technical skills in an IT Support Associate II role within Ops Tech Solutions.

TECHNICAL SKILLS

- **Languages:** Python, Java, C++, HTML, CSS, JavaScript
- **Tools & Platforms:** Git, Visual Studio Code, SQL, Android Studio
- **Operating Systems:** Windows, Linux, Android, IOS
- **Other Skills:** Inventory Control Systems, Technical Documentation, Data Analysis, QA Testing, System Troubleshooting

EDUCATION

**Bachelor of Science in Computer Science**  
*Southern New Hampshire University | 2022 – Present | GPA: 3.9*

- **Key Coursework:**
  - *Data Structures & Algorithms* (CS 300)
  - *Database Systems* (DAD 220)
  - *Client/Server Development* (CS 340)
  - *System Analysis and Design* (CS 255)
  - *Client/Server Development* (CS 340)
  - *Software Development Lifecycle* (CS 250)
  - *Software Security* (CS 305)
  - *Mobile App Development* (CS 360)
  - *Full Stack Development I* (CS 465)
  - *Software Testing & Automation QA* (CS 320)

PROFESSIONAL EXPERIENCE

**Process Assistant – ICQA**  
*Amazon GEG1 | 2024 – Present*

- Utilize inventory control systems to monitor and maintain accuracy in warehouse operations, ensuring compliance with company standards.
- Oversee large adjustment forms to ensure inventory accuracy and prevent unnecessary large-scale adjustments.
- Led and documented quality initiatives for the department, ensuring their successful execution and seamless completion to maintain building quality standards
- Collaborated with technical teams to report bugs and optimize warehouse software tools

TECHNICAL PROJECTS

- **MEAN Stack Travel App** – Built a full stack single-page travel application using Angular, Node.js, Express, and MongoDB. Implemented RESTful APIs for CRUD operations, JWT authentication for secure user access, and reusable UI components to streamline trip management. Used Postman to test endpoints and debug API responses, enhancing backend functionality and frontend responsiveness.
- **Event Tracker Application** – Designed and developed an Android application with SQLite database integration for managing events. Implemented user registration and login authentication, with SMS notification prompts to enhance user engagement and event reminders.
- **Grazioso Salvare Dashboard** – Developed an interactive animal rescue dashboard using Python, Dash, and MongoDB. Integrated filtering, data visualization (Plotly pie charts), and geolocation mapping (Dash Leaflet). Enabled user-driven queries for training candidates based on breed, age, and rescue type.

PROFESSIONAL SKILLS

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|-----------------------------|------------------------|---------------------------------|
| • Technical Troubleshooting | • Networking Basics    | • Hardware & OS troubleshooting |
| • Data Analysis & Reporting | • Project Coordination | • Software & Device Support     |