**Rafael Cruz**

Boston, MA | Rr.cruzlagos@gmail.com | 617-371-7871 | [LinkedIn](http://www.linkedin.com/in/RafaelCruzLagos) | [GitHub](https://github.com/cruz27r)

**EDUCATION**

**University of Massachusetts Boston –** Boston, MA

*Bachelor of Science in Computer Science* – December 2024

**PROFESSIONAL EXPERIENCES**

Bain Capital **|** Boston, MA

***Report Developer*** July 2023 – Present

* Optimized support for internal applications, enhancing operational efficiency by 30% across 20+ departments.
* Accelerated issue resolution by 25% through prioritized week-long sprints in a 5-person developer team.
* Implemented AWS automation, boosting task scalability and reducing overload by 40% with Lambda integrations.
* Led Kubernetes implementation, achieving 99.9% system uptime and enhancing disaster recovery capabilities.

Hack.Diversity **|** Boston, Ma

***2023 Hack.Diversity Fellow*** |January 2023 – Present

* Assisted a sole practitioner with a general litigation practice
* Aided in matters related to finance, antitrust, general corporate litigation, and tort law
* Completed legal research/training and became familiar with the litigation process from beginning to end
* Provided assistance primarily in the “discovery” phase including reviewing legal documents

Best Buy, Boston Ma

***Geek Squad Consultation Agent*** | September 2022 – Present

* Obtained Apple repair certification and provided technical support for Apple devices to resolve technical issues.
* Conducted over 500 product diagnostics evaluations for Geek Squad, accurately determining the best solution for reported issues and assessing damage on devices requiring physical repair.
* Conduct 1:1 meeting with over 20 clients a shift to troubleshoot device issues and generate solutions to meet their needs.
* Named top agent for the whole quarter based on customer satisfaction.

Unknown Views Clothing Brand

***Owner, Website developer, Graphic Designer*** |February 2020 - Present

* UX Designer launched a new website with custom CSS/HTML achieving 100% brand alignment & improved customer satisfaction.
* Manage 50+ product orders with 100% product delivery.
* devise and develop designs for Screen Printing, and Custom Embroidery
* Monitor and run social media accounts, websites, and customer service.

Fair Foods, Boston Ma

***UX Website Designer*** | October 2020 – December 2020

* Worked collaboratively with a team of UX designers to strategize and build a new website for Fair Foods, a MA food rescue nonprofit.
* Employed Squarespace Website Builder to implement a new site architecture and aesthetic user interface in accordance with brand guidelines.
* Design custom CSS to incorporate 3rd party plugins to create interactive map features.

**Relevant Coursework**

* Advanced Data Structures and Algorithms, Programming in C, Introduction to Electrical & Computer Engineering, Social Issues & Ethics in Computing, Discrete Math, Computer Architecture & Org.

**Projects**

Hack.Diversity Tech.Dive

Patient data Website | January 2023 – March 2023

* Implemented CSS, HTML, and JavaScript to configure UI Interfaces and construct a login page for the application which was then uploaded to the MongoDB cluster for its deployment.

**Skills**

* **Technical Languages:**  Python, C/C++, Java, JavaScript, HTML5, CSS, Arduino, React.js, MongoDB, Node
* **Technical Skills:** Object-Oriented Programming, Web Applications, Native Android Applications, Cross Mobile Applications
* **Web Technologies:** Web API (HTML 5), CSS, Android SDK, Squarespace, Shopify
* **Development Tools:** Visual Studio, Console/Terminal, IntelliJ, PyCharm, Arduino, Adobe Creative Cloud Software
* **Languages:** Fluent in Spanish & English