

David Antonio Banda

Systems Engineer & Software Developer

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Portfolio Website: <https://dbanda99.github.io/portfolio/index.html>

PROFESSIONAL SUMMARY

Results-driven Systems Engineer & Software Developer with 5+ years in IT operations and full-stack development. Proven track record of driving 99.8% system uptime, reducing mean time to resolution by up to 40%, and delivering software solutions that boosted team productivity by 25%. Adept at leading cross-functional teams and optimizing processes under tight deadlines.

TECHNICAL SKILLS

- **Languages:** Python, C++, C#, JavaScript
- **Web:** HTML5, CSS3
- **Tools & Frameworks:** Git/GitHub, IntelliJ IDEA, PyCharm, Visual Studio, AutoCAD
- **OS & Platforms:** Windows, Linux

PROFESSIONAL EXPERIENCE

IT Technician

Dicex International, Laredo, TX | Jan 2025 – Present

- Installed, wired, and maintained 150+ desktops and laptops across three sites, achieving 99.8% system availability.
- Optimized proprietary scanning software to reduce average batch processing time by 35%, increasing daily throughput by 20%.
- Conducted preventive maintenance and calibration on 200+ Zebra scanners, cutting annual device failure rate from 8% to 2%.

IT Supervisor

Spherion, Laredo, TX | Jun 2023 – Jan 2024

- Managed a team of 5 technicians in deploying and configuring 50+ workstations per month, maintaining 100% on-time delivery.
- Authored and enforced diagnostic SOPs that lowered mean time to resolution (MTTR) by 30% and support escalations by 25%.

- Coordinated quarterly maintenance windows with zero unplanned downtime for six consecutive quarters.

Help Desk Support Intern

Texas A&M International University, Laredo, TX | Dec 2020 – Jan 2023

- Resolved over 1,200 tickets, achieving a 95% user satisfaction rating and an average first-response time under 15 minutes.
 - Redesigned ticket triage workflow to cut average resolution time by 40% and reduce backlog by 50%.
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EDUCATION

B.S. in Systems Engineering

Texas A&M International University, Laredo, TX | Dec 2024

B.S. in Software Development (In Progress)

Brigham Young University–Idaho (Online) | Jan 2025 – Dec 2027 (expected)

CERTIFICATIONS

- Leadership Certification, Cumorah Academy Czech Republic | Sep–Dec 2024
 - Web Development Certification, Cumorah Academy Czech Republic | Sep–Dec 2024
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INDUSTRIAL ENGINEER INTERN

Medline Industries, Laredo, TX | Jan 2024 – Sep 2024

- Redesigned warehouse floorplan to boost order-picking efficiency by 15% and reduce operator travel distance by 1.2 miles per shift.
 - Developed a real-time KPI dashboard in AutoCAD/Excel, enabling area managers to improve on-time fulfillment rates by 10%.
 - Automated data-retrieval scripts that cut manual reporting time by 60%, freeing up 8 hours weekly for analytical tasks.
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SELECTED PROJECTS

Python Timer Program | Jan 2023

- Engineered a session-tracking tool that improved individual productivity by 25% through Pomodoro-style work/break intervals.

Password Manager System | Nov 2022

- Developed a secure credential manager using AES-256 encryption and JSON storage, safeguarding over my own passwords and had zero security incidents.