**Manuel Reyes**

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**WORK EXPERIENCE**

**United Airlines,** *Customer Service Representative* 11/2021 - Current

* Team player promoter with a passion to help others and find solutions.
* Anticipate customer needs and stay up to date with latest information to provide best experience.
* Consistently identify key points of improvement in procedures to achieve team goals.

**Apple/ CSAT/ Staffmark,** *Test/ Process Engineer*01/2019 – 07/2022

* Analyzed hardware and software tests on Apple’s proprietary testing software.
* Created workflow and process documentation for production.
* Successfully generated reports using MySQL data base.
* Designed floor plans for processes in AutoCAD to keep accountability of materials and equipment.
* Collaborated in 3D printed parts deployment created in AutoCAD for machines and processes.
* Conducted on time screenings and verification on parts to deploy technical documentation.
* Collaborated with other engineers in time-line projects with different types of machines using sensors, programmable logic controllers, and actuators.
* Anticipated future projects and managed/supervised teams to complete deployed projects.
* Troubleshot computer circuits using voltmeters, functions generators, thermal cameras, and dino cameras.

**Dell/ CSAT/ Go2IT Group,** *Computer Technician* 01/2018 - 04/2018

* Implemented PC architecture to improve computer systems.
* Disassembled systems to inspect parts using hand, power tools, soldering, and measuring devices.
* Collaborated with customer call center concerning equipment operation, maintenance, and requests for advanced repair approval.
* Analyzed and conduct specifications on blueprints, charts, and hardware schematics to determine machine regulations and adjustments.
* Utilized software programs or adjust settings on existing software to fix machine malfunctions.

**Hewlett Packard Enterprise (HPE)/ Staff Management,** *Computer Manufacturing Associate* 03/2017 - 09/2017

* Executed hardware and software tests for DL 360, DL 380, DL 180, Apollo, and

Moonshot servers.

* Conducted troubleshoots for hardware and performed repairs.
* Discovered and solved quality related issues on high-end server rack assembly, installation, and cabling management.

**Subcontractor (Maxx AC and Heating),** *HVAC Technician*07/2016 - 01/2017

* Targeted knowledge of HVAC systems and controls.
* Obtained skills in installation and troubleshooting.

**United Airlines,** *Ramp Service* 05/2016

**Boss Limousine,** *Chauffeur* 01/2014 - 04/2017

**USA Valet Parking,** *Valet Attendant*08/2013 - 12/2014

**EDUCATION**

**Bachelor of Science in Computer Engineering Technology** 12/2015

University of Houston – Houston, Texas

**Associate of Science** 05/2012

Lone Star North Harris College – Houston, Texas

**RESEARCH EXPERIENCE**

**Autonomous Pool Chemical Dispensing Unit** 12/2015

* Designed 3D model for chemical dispenser parts and cartridge in AutoCAD for 3D print.
* Circuit design in AutoCAD for proof-of-concept and documentation purposes.
* Collaborated with a 5-person team to design and create a self-sustained, swimming pool system under the advisement of a mentor and professor.
* Served as the lead of the Hardware Implementation team – Designed, tested and applied circuitry for the power management, pumps, and motors of the chemical dispensing system.

**Car Safety Heatstroke System** 12/2014

* Collaborated with a 5-person team to design and create a car system that autonomously checks for temperature inside of the vehicle as well as a presence of a person under the advisement of a mentor and professor.
* Circuit design in AutoCAD for proof-of-concept and documentation purposes.
* Developed a design model, worked with sensors and LabView to collect and analyze data.

**Home Automation with Keypad** 06/2014

* Interacted with TTL components to help design and build the main circuit.
* Conceptualized results and performed system troubleshoot.

**Atomic Clock** 12/2013

* Constructed circuity using etched PCB board.
* Circuit design in AutoCAD for proof-of-concept and documentation purposes.

**FM Radio** 06/2012

* Experimented with components, designed circuit with software.
* Circuit design in AutoCAD for proof-of-concept and documentation purposes.

**SKILLS**

* Visual Studio
* Multisim
* AutoCAD
* Networks Communications
* Microsoft Office
* Circuit Soldering through hole/ surface mount
* Problem Solving
* Data Analysis
* Fluent in English/Spanish
* Good Communication skills
* Critical Thinking

**HONORS AND AWARDS**

**University of Houston***,* *Houston, TX*

1st Place “Car Safety Heatstroke System” 12/2014

TASFA Scholarship 08/2013 - 12/2015

2nd Place “Home Automation with Keypad” 06/2013

Dean’s Honor List 12/2013 - 06/2015

3rd Place “Atomic Clock” 12/2013

2nd Place “FM Radio” 06/2012

**Lone Star North Harris College***, Houston, TX*

Math award 07/2012

**LEADERSHIP EXPERIENCE**

**Institute of Electrical and Electronic Engineers – IEEE***, Membership Director*12/2012 – 12/2015

* Administered the members of the student organization and assigned membership durations.
* Developed a roster with daily membership information access.
* Enforced attendance for members only when meetings and events unique to the organization.