

Diego Nieves-Alvarado

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Software Engineer

Graduate from Florida International University with Bachelor of Arts in Computer Science. Proficient in programming languages such as Java, C, Python, and SQL, with a strong foundation in Software Development, Programming, OOP, data analysis, data mining, data visualization, and database management. Experienced in building robust, scalable applications using Java, SQL, and RESTful APIs. Adept at working in Agile environments, writing clean and testable code, and collaborating across teams to deliver high-impact solutions. Known for strong problem-solving abilities and a track record of customer-centric thinking developed through over 8 years of experience in fast-paced, client-facing roles across the tech, retail, and healthcare sectors.

CORE COMPETENCIES

- Data Analysis
- Database Management
- Data Visualization
- Agile
- SCRUM
- Full-Stack
- Software Development
- Technical Writing & Communication
- Detail Oriented
- Object Oriented Programming (OOP)
- User Experience Design
- Problem Solving
- Team Collaboration
- Critical Thinking
- JDBC
- APIs
- Customer Facing

EDUCATION

Bachelor of Arts in Computer Science

Florida International University

Graduated: 05/2025

GPA: 3.48/4.0

Associate of Arts in General Studies

Seminole State College of Florida

Graduated: 08/2021

PROFESSIONAL EXPERIENCE

Software Engineer

Revature – Orlando, FL

April 2025 – Present

- Developed and maintained Java web applications using Spring Boot, RESTful APIs, and relational databases.
- Participated in Agile sprints with cross-functional teams to deliver scalable features and resolve technical debt.
- Wrote unit and integration tests using JUnit and Mockito, improving reliability and maintainability.
- Used Git/GitHub for version control and CI/CD pipelines for deployment.
- Collaborated on front-end enhancements using HTML, CSS, and JavaScript for responsive UI.

Customer Service Representative

Safelite – Remote

January 2024 – April 2024

- Managed technical requests and data updates through proprietary software systems.
- Identified and resolved system scheduling errors, enhancing operational efficiency.
- Maintained accurate customer and insurance records to support compliance and data integrity.

Personal Shopper

Sam's Club – Orlando, FL

May 2023 – January 2024

- Utilized electronic scanning and inventory systems to validate and process customer orders efficiently.
- Maintained up-to-date inventory records by systematically registering each item into the system, supporting real-time stock level monitoring.
- Analyzed member needs to provide personalized shopping experiences, enhancing customer satisfaction.
- Organized and secured items for pickup, streamlining the order fulfillment process.

Seasonal Support Driver

United Parcel Service (UPS) – Orlando, FL

November 2022 – January 2023

- Collaborated with dispatch teams to optimize delivery routes using real-time data, improving delivery efficiency.
- Assisted in sorting and organizing packages based on priority and location, utilizing systematic approaches to improve workflow.
- Maintained package integrity through adherence to standardized procedures, reducing probability of loss and damage incidents.
- Effectively interacted with customers and team members to confirm delivery details and resolve issues promptly.

Pharmacy Care Center Technician

Walgreens – Orlando, FL

September 2020 – November 2022

- Managed patient prescription data within secure information systems, ensuring compliance with HIPAA regulations.
- Maintained patient records in compliance with HIPAA, improving secure data handling.
- Resolved insurance holds and prescription issues by communicating directly with insurers and updating system information, reducing processing time.
- Utilized pharmacy software for accurate data entry and patient registration, contributing to improved data management practices.
- Managed inbound and outbound communications to assist patients and prescribers, demonstrating strong interpersonal skills.

TECHNICAL EXPERTISE

- **Programming Languages:** Java, C, Python, SQL, CSS, HTML, R, JavaScript
- **Frameworks/Tools:** Spring boot, RESTful APIs, JDBC, JUNIT, Mockito, Git, GitHub, IntelliJ, Visual Studio Code

- **Databases:** Oracle, Microsoft SQL Server, MySQL, PostgreSQL
- **Concepts:** OOP, Agile/SCRUM, API integration, Unit Testing, CI/CD
- **Other Tools:** Power BI, Excel, PowerPoint, Bash, Terminal, PowerShell
- **Platforms:** Windows, macOS, Ubuntu