

Diego Urquiola

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Education

Trevecca Nazarene University

B.S in Computer Science, GPA 3.18

Relevant Coursework: Advanced Data Structures & Algorithms, Software Architecture, Operating Systems, Database Management, Microcontrollers & Software Engineering.

Nashville, TN

August 2026

Stewarts Creek High School

High School Diploma

Smyrna, TN

May 202

Experience

T-Mobile

Bilingual Mobile Expert

Murfreesboro, TN

May 2023 – Present

- Provided end-to-end technical support for mobile devices, plans, and IoT products by diagnosing needs, configuring systems, and demonstrating technology, maintaining 95%+ customer satisfaction in a fast-paced environment.
- Tracked and analyzed sales performance metrics including activations, insurance attach rate, accessory attach rate, and customer survey results to adjust recommendations and improve individual and team performance.
- Partnered with retail, customer care, and business teams to resolve complex issues and hand off leads, ensuring a seamless, efficient customer experience across channels.
- Clearly explained technical concepts and product options to diverse customers in English and Spanish, building trust and driving informed decision-making

Amazon

Fulfillment Center Associate

Mt Juliet, TN

Sep 2022 – May 2023

- Processed and scanned 150+ items per shift with high accuracy, ensuring reliable tracking within large-scale logistics systems.
- Followed strict quality and operational procedures to minimize errors and meet productivity targets in a high-throughput environment.

Gordon Food Service

Fulfillment Center Associate

Murfreesboro, TN

Mar 2022 – Aug 2022

- Assisted 20–30 customers daily, providing product guidance and resolving issues to support satisfaction and repeat business.
- Used POS and inventory systems to manage transactions, returns, and product availability.

Skills

Technical: C++, Java, HTML, CSS, MySQL, Python, Go

General: Problem solving, Customer experience optimization, Data-informed decision making, Teamwork, Adaptability, Collaboration.

Languages: English (Fluent), Spanish (Fluent/Native)