

# Diego Urquiola

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## Education

**Trevecca Nazarene University** Nashville, TN  
B.S in Computer Science, GPA 3.18 August 2026  
Relevant Coursework: Advanced Data Structures & Algorithms, Software Architecture, Operating Systems, Database Management, Microcontrollers & Software Engineering.

**Stewarts Creek High School** Smyrna, TN  
High School Diploma May 202

## Experience

**T-Mobile** Murfreesboro, TN  
**Bilingual Mobile Expert** 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** Mt Juliet, TN  
**Fulfillment Center Associate** 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** Murfreesboro, TN  
**Fulfillment Center Associate** 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)