

Gerardo Flores

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Computer science student with a concentration in software engineering

EDUCATION:

University of Texas at San Antonio | San Antonio, TX
Bachelor of Science: *Computer Science* | **Dec. 2023**

Key Courses: Databases, Algorithms, Software Engineering, Software Validation and Quality Assurance, Agile Methods, Data Structures

LANGUAGES & SKILLS:

Java, HTML, C, C++, CSS, Git, Python, .NET, C#, Linux

Fluent in Spanish

EXPERIENCE:

Detex Corporation: Customer Service Technical Support | New Braunfels, TX | March 2021 – Current

- Communicate clearly and effectively with end users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.
- Develop training manuals and troubleshooting procedures to help both support personnel and end users interact properly with security products.
- Work with clients on drawings for integration of our products in their buildings
 - Created wiring diagrams to integrate Detex products with existing access control systems.
 - Confirm the provided power sources are sufficient (voltage and current) for Detex products.
- Repair products that are returned by customers.
 - Soldering
 - Rebuilding operator engines
 - Analyzing schematics to determine failures in circuitry.
 - Testing product to determine cause of issue.
- Extensive research on products to understand their functions and better assist customers with installations.

Hexcel: Cloth Doffer | Seguin, TX | February 2016 – September 2017

- Carefully removed rolls of carbon fiber from looms
- Transported and sorted rolls in production area.
- Assisted loom operators in keeping their machines running to prevent down time of machine.
- Time management and organization was used daily to ensure that looms were not down for long periods of time.
- Machinery
 - Forklift was used to keep looms throughout the factory in stock with the materials needed to run.
 - Doffing truck used to remove rolls from looms and transport them to the production area.
 - Forklift used to transport packaged rolls to the warehouse.
 - Forklift used to remove cardboard, pallets, and other potential tripping hazards from the manufacturing area.
 - Bailer used to create bails of cardboard ready to be transported to recycling plant.

The Home Depot: Millworks Specialist | Seguin, TX | October 2012 – March 2021

- Experience with customization software (MyCD) to create the designs described from customers.
- Analyzed customer's blueprints to determine the correct dimensions for their doors/windows.
- Department's window and door stock was kept full using an Order Picker
- Reach truck was used to bring down pallets in aisles too narrow for a forklift.
- Overhead racks were stocked when pallets of doors and windows were unloaded off the trucks.
- Resetting the layout of the store following plans provided by corporate.

Personal Projects:

- Shopping web application (Java, HTML, CSS), backend development of an online store
- Work App w/embedded database (Java), an app created to automate routine tasks.
- To-do list application (Java), a task reminder