

# **GIANCARLO DAVID**

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## **WORK EXPERIENCE**

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### **Technical Account Manager**

*IBM, Austin, TX | April 2022 – Present*

- Developed a Python web scraping application leveraging the Selenium library to automate routine administrative tasks.
- Managed Linux and Windows virtual machines snapshots on Fyre hybrid cloud for development and testing.
- Resolved issues across multiple venues and propose mitigation strategies, establishing credibility as a trusted advisor.

### **Data Analyst Engineer**

*Apple, Austin, TX | June 2021 – November 2021*

- Normalized and cleansed data with the use of SQL, regular expressions, and Python with Dremio Lakehouse storage
- Created a business entity model combining datasets from multiple systems on AWS (Amazon Web Services).
- Analyzed large datasets to extract valuable insights and support business decision making.
- Collaborated with teams to identify data related issues and implement solutions.

### **Technical Specialist**

*Apple, Austin, TX | October 2020 – April 2022*

- Provided exceptional customer support and assistance, ensuring customers received personalized guidance and solutions.
- Demonstrated adaptability by seamlessly rotation through various technical specialties and skill sets.
- Upheld the highest standards of customer support, elevating customer relationships with the brand

### **Programming Tutor**

*Texas State University, San Marcos, TX | August 2016 – May 2021*

- Mentored approximately 20 students in grasping programming concepts for courses including Computer Science, Visual Programming, Mobile Application Development, and Computer Database Systems, resulting in notable GPA improvements.
- Demonstrated proficiency in code analysis and debugging across multiple programming languages (C++, C#, Java, Python, and SQL) authored by diverse individuals, providing constructive feedback and enhancing code quality.

## **PROJECTS**

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### **Fix Central Web Scraper | May 2023 – Present**

- Developed a Python web scraping script using the Selenium library to extract real-time data from IBM Fix Central.
- Successfully collected and parsed necessary data from IBM Fix Central to provide actionable insights for the team.
- Utilized XPath expressions and CSS selectors to navigate and extract data efficiently from complex HTML structures.

### **Shoe Collection Program | June 2017 – Present**

- Developed a shoe collection program using C++, Python, and C# to deepen programming skills.
- Designed and implemented a user-friendly GUI (Graphical User Interface) using C# and Windows Forms.
- Utilized SQL Server and embedded SQLite databases for efficient data management.

### **Budget Editor Program | September 2019**

- Utilized Python libraries and Google Drive API authentication to establish access and update a budget on Google Sheets.
- Configured OAuth2 credentials to control access levels, granting necessary permissions while maintaining data security.
- Streamlined the process of editing the budget sheet by reducing manual inputs by half.

## **EDUCATION**

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### **Texas State University | May 2021**

*Bachelor of Business Administration in Computer Information Systems*

- Vice President of the Association of IT Professionals

### **Austin Community College | December 2019**

*Associate of Science in Business Administration*

## **SKILLS**

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- Programming: Proficient in C#, Python, SQL, C++, Java, HTML, Git, GitHub.
- Data Analysis: Proficient in data extraction, analysis, and visualization.
- Technical Support: Demonstrated ability to troubleshoot and resolve software and hardware issues.