Guillermo Figueroa

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SUMMARY

Bilingual computer science professional with strong problem-solving skills and a quick learning ability. Seeking an internship or job opportunity to apply my technical expertise in real-world projects. Proficient in multiple programming languages, algorithms, and database management. Adaptable, collaborative, and committed to staying up to date with emerging technologies.

EDUCATION

Lewis University December 2022 - December 2024
Bachelor of Science in Computer Science *Romeoville, Illinois*
GPA 3.88 | Magna Cum Laude

College of DuPage January 2020 - December 2022
Associate in Applied Science *Glen Ellyn, Illinois*
GPA 3.85 | High Honors

EXPERIENCE

DHS Immigration Technical Support Specialist March 2022 - Present
BI Incorporated *Aurora, Illinois*

- Provided advanced troubleshooting and support for hardware and software issues across monitoring operations departments.
- Processed alerts and ensured 100 percent compliance with contract requirements for electronic monitoring (EM) and GPS systems.
- Facilitated English-Spanish translations to ensure effective communication with diverse clients.
- Responded to customer inquiries via phone and email, managing high-priority accounts with exceptional service.
- Escalated complex issues and complaints to management for prompt resolution.

Amazon Fulfillment Center Warehouse Associate August 2021 - January 2022
Amazon *Naperville, Illinois*

- Located merchandise to fulfill orders, labeled inventory, and ensured accuracy in processing.
- Operated forklifts and PIT equipment at heights up to 35 feet while adhering to strict safety guidelines.
- Utilized scanners to read barcodes and adhered to loading and safety protocols.
- Consistently met daily quotas by following system prompts and adhering to efficient workflows.

PROJECTS

EcoCulture Full Stack Website | *React JS, Javascript, MongoDB, Axios, Toastify, CSS, HTML*

- Developed an innovative online donation platform to foster sustainability and community engagement.
- Implemented a donation item management system enabling administrators to upload, edit, and manage items with photos and detailed information using JavaScript and MongoDB.
- Developed a secure user authentication system using MongoDB, JWT, JavaScript, and React, allowing users to create accounts and log in for personalized experiences.
- Designed an order management system allowing users to track donation orders and administrators to update order statuses using JavaScript and MongoDB.
- Developed a user-friendly website with responsive error notifications to alert users when input is invalid or when an issue occurs, enhancing the overall user experience.

Travel Estimator App | *Python*
- Designed and developed a robust object-oriented Python application for backpackers to estimate trip expenses efficiently.
- Implemented a graphical user interface (GUI) for intuitive and seamless user interaction.
- Incorporated comprehensive error handling and user-friendly features to ensure accurate and reliable input processing.

Connect 4 Game | *Java*
- Incorporated error handling to manage invalid moves and ensure a smooth gaming experience.
- Developed a robust object-oriented implementation of the classic Connect 4 game in Java.
- Implemented a user-friendly GUI, enabling players to interact with the game pieces seamlessly.
- Added visual effects to enhance the overall user experience.
- Conducted thorough testing and debugging to ensure the game's reliability and performance.

TECHNICAL SKILLS

Programming Languages: Java, Python, C++, JavaScript, PHP, Assembly
Web Development: React JS, HTML, CSS, Bootstrap
Database: SQL, Mongo DB
Operating Systems: Windows, Unix, Linux, MacOSX, iOS, Android
Libraries: Pandas, NumPy, Matplotlib
Other Skills and Tools: GitHub, Visual Studio, PyCharm, IntelliJ, Eclipse

ADDITIONAL SKILLS

Soft Skills: Critical Thinking, Attention to Detail, Time Management, Problem-solving, Adaptability
Communication Skills: Verbal and Written Communication, Teamwork, Interpersonal Skills
Spoken Languages: English, Spanish