

# Guillermo Figueroa

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## SUMMARY

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Bilingual and skilled computer science professional who excels at problem-solving and learns quickly. Eager to leverage theoretical knowledge and practical skills gained through coursework and projects. Seeking a job opportunity to apply my knowledge and skills to solving real problems. Proficient in various programming languages with a strong foundation in algorithms and data structures. Proven ability to collaborate and work effectively with others, as well as working independently and adapting to potential challenges. Committed to staying up-to-date with technology solutions so I can deliver optimal solutions consistently.

## EDUCATION

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### Lewis University

*Bachelor of Science in Computer Science*

GPA 3.96

Romeoville, Illinois

*December 2022 - Anticipated December 2024*

### College of DuPage

*Associate in Applied Science*

GPA 3.85

Glen Ellyn, Illinois

*January 2020 - December 2022*

## TECHNICAL SKILLS

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**Programming Languages:** Java, Python, C++, JavaScript, PHP, Assembly

**Web Development:** HTML, CSS, React JS, Bootstrap

**Database and Developer Tools:** SQL, GitHub, Visual Studio, PyCharm, IntelliJ, Eclipse

**Operating Systems:** Windows, Windows Server, Unix, Linux, MacOSX, iOS, Android, ChromeOS, VirtualBox

**Libraries:** Pandas, NumPy, Matplotlib

## EXPERIENCE

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### DHS Immigration Technical Support Specialist

*The GEO Group and BI Incorporated*

March 2022 - Present

*Aurora, Illinois*

- Provided advanced troubleshooting and support on customer issues with hardware and software for all monitoring operations departments.
- Processed alerts according to contract requirements and provided timely, accurate and effective troubleshooting of elevated hardware and software issues with customer equipment and systems.
- Assisted with translation from English to Spanish as needed.
- Responded to customer inquiries made by phone or email including special accounts requiring a high level of service.
- Monitored and responded to electronic monitoring (EM) and global positioning system (GPS) violations and alerts, ensuring compliance with contractual obligations.
- Identified and escalated complaints and complex calls to management for further follow-up and resolution.

### Amazon Fulfillment Center Warehouse Associate

*Amazon*

August 2021 - January 2022

*Naperville, Illinois*

- Located merchandise to meet picking tickets and labeled various types of inventory.
- Operated a power industrial trucks (PIT) such as a forklift, and worked at heights up to 35 feet.
- Used scanners to read bar codes on products and followed loading and safety procedures.
- Viewed prompts on screens and followed the direction for some tasks.

### BOH Team Member

*Crosstown Pub and Grill*

August 2019 - July 2021

*Naperville, Illinois and Batavia, Illinois*

- Managed multiple orders simultaneously in a high-pressure environment, ensuring timely delivery.
- Worked closely with other kitchen staff to coordinate and execute complex meal preparations.
- Handled special requests and dietary restrictions, showcasing an ability to customize and tailor solutions to meet customers needs.
- Prioritized tasks effectively to meet peak service demands and communicated effectively to ensure team cohesion and efficient workflow.
- Traveled to and worked at various restaurant locations as needed, demonstrating flexibility and the ability to quickly acclimate to new teams and environments.

PROJECTS

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**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.

**Plant Shop Website** | *HTML, CSS, JavaScript*

- Created a dynamic website for a plant shop showcasing available products and prices.
- Designed and implemented a fully responsive layout to ensure optimal viewing across various devices.
- Added interactive elements such as hover effects and modals to improve user engagement.
- Developed a user-friendly interface with smooth navigation for an enhanced user experience.

HONORS/AWARDS

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**Lewis University**

*Nominated by the National Society of Leadership and Success*

*January 2024*

**College of DuPage**

*Graduated with high honors*

*December 2022*

ADDITIONAL SKILLS

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**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