Guillermo Figueroa

(630) 639-2772 | guillermofigueroa27@gmail.com | linkedin.com/in/gfi/ | github.com/Guillermo | West Chicago, Illinois

SUMMARY

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 an internship 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

Lewis University   Romeoville, Illinois
Bachelor of Science in Computer Science   *December 2022 - Anticipated December 2024*
GPA 3.96

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

TECHNICAL SKILLS

Programming Languages: Java, Python, C++, SQL, JavaScript, PHP, Assembly, HTML/CSS
Developer Tools: GitHub, Google Cloud Platform, Visual Studio, PyCharm, IntelliJ, Eclipse
Operating Systems: Windows, Windows Server, Unix, Linux, MacOSX, iOS, Android, ChromeOS, VirtualBox
Libraries: Pandas, NumPy, Matplotlib

EXPERIENCE

DHS Immigration Technical Support Specialist   March 2022 - Present
The GEO Group and BI Incorporated   *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   August 2021 - January 2022
Amazon   *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   August 2019 - July 2021
Crosstown Pub and Grill   *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

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

Lewis University
Nominated by the National Society of Leadership and Success   *January 2024*
College of DuPage
Graduated with high honors   *December 2022*

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