

# Hector Lopez

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## PROFESSIONAL SUMMARY

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Personable Java bootcamp alumni with a strong background in problem-solving, customer communication, and process optimization. Adept at working collaboratively, prioritizing tasks, and delivering results in fast-paced environments. Eager to apply analytical and technical skills in a software development role, contributing to innovative projects while continuing to grow in the field of technology.

## TECHNICAL SKILLS

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Java, HTML, CSS, JavaScript, Spring Boot, Vue.js, JDBC, Table Design, SQL, PostgreSQL, E/R diagrams, Agile, Unit Testing (JUnit), Integration Testing, Git, IntelliJ

## TECHNICAL EXPERIENCE

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- **Vending Machine Application** - created a command line vending machine program that utilized Object-Oriented Programming Principles, Java, and file I/O. The software was able to keep inventory, provide change in coins, keep an input log, and accept user input
- **TENmo Application** - Command line application that allows users to register an account, view current balance, send/receive money to/from users and shows a list of past transfers. Developed utilizing RESTful API, PostgreSQL database, and IntelliJ by following the MVC design pattern and Client/Server architecture

## PROFESSIONAL EXPERIENCE

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### Pest Control Technician

Dec '22 - Aug '24

Orkin Pest Control | Newcastle, DE

- Tailored judgement, thorough research, and extensive job experience within established guidelines and procedures, resulting in a **15% decrease in errors** and a **25% improvement in customer satisfaction**
- Interacted with customers, management, and coworkers through email, calls, and texts, **evaluating effectiveness via customer satisfaction surveys and feedback analysis**
- Compiled detailed documentation of customer accounts using internal audit process and time tracking tools to monitor real-time performance metrics, resulting in a **20% increase in efficiency** and elevated customer satisfaction

### Delivery Partner

Dec '20 - Dec '22

Amazon Flex | Newcastle, DE

- Utilized GPS tools like Google Maps and Waze to optimize delivery routes, **consistently meeting estimated delivery times** by efficiently avoiding heavy traffic patterns and rerouting around unexpected road closures
- Enhanced customer satisfaction by implementing tailored communication strategies, resulting in a **remarkable increase in client contentment** and the delivery of exceptional customer experiences
- Demonstrated **exceptional commitment** to safety protocols throughout each route, ensuring the secure transportation of fragile items, perishable goods, and chemicals by implementing defensive and adaptive driving techniques

### Warehouse Associate

Jun '21 - Jun '22

Costco Wholesale, | Newark, DE

- Boosted efficiency, productivity, and morale within the team, cultivating **collaboration in implementing the stock plan** through regular team gatherings and updates
- Ensured exceptional customer service to all members, leading to exceptional satisfaction levels, by applying strong communication skills, empathy, and **active listening techniques** resulting in high customer feedback ratings
- Prioritized and upheld safety protocols and regular cleaning schedules to foster increased efficiency, smooth operation, and build trust and confidence among members in a safe and pristine work/shopping environment

## EDUCATION

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### Java Development Bootcamp

Sep '24 - Dec '24

Tech Elevator | Newcastle, DE

*Full-stack bootcamp designing software systems and solutions with 800+ hours of education and application*