

Hector Lopez

hectorlopez1823@gmail.com • (302)-510-2578 • Newcastle, DE • LinkedIn

PROFESSIONAL SUMMARY

Results driven software engineer 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

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

TECHNICAL EXPERIENCE

- **Tenmo Application** - Developed a command-line application that enables users to register an account, view their current balance, send and receive money, and view a list of past transfers. The application was built utilizing a RESTful API, PostgreSQL for database management, and IntelliJ as the development environment. It follows the Model-View-Controller (MVC) design pattern and Client/Server architecture to ensure scalability and maintainability.

Key Skills: RESTful API, Java, PostgreSQL, IntelliJ IDEA, MVC Design Pattern, Client/Server Architecture

- **Mythic Archive Application** - Developed an engaging web-based application that uses the Scryfall API to allow anonymous users to search and explore Magic: The Gathering (MTG) cards, view public collections, and utilize a card randomizer. The app provides functionality for user registration, which grants access to a personal collection that can be managed, published, and have a thumbnail set for any card within the collection. The application was built using Vue.js for a dynamic frontend, a Java backend, and a PostgreSQL database.

Key Skills: Vue.js, Java, PostgreSQL, Scryfall API, User Authentication & Authorization, RESTful API, Git

PROFESSIONAL EXPERIENCE

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

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