Isabel Silva

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EDUCATION

California State University, Fullerton Fullerton, CA
Master of Science in Software Engineering *May 2023*

California State University, Fullerton Fullerton, CA
Bachelors of Science in Computer Science *August 2021*

TECHNICAL SKILLS

Languages: Python, JavaScript, C++, Java
Knowledge : SQL, HTML/CSS
Developer Tools: Git, VS Code, X Code, Visual Studio, PyCharm, Clion, IntelliJ, Eclipse, Android Studio
Libraries:React, Bottle, p5.js, pygame, sqlite3
Software & OS: Microsoft Office, Windows, Linux, Mac OS

PROJECTS

Digital Business Card | *React, JavaScript, HTML/CSS,* December 2021
- Developed a React Static Web Application.
- Utilized JavaScript using jsx syntax to render web application.
- Users are able to email me directly through business card as well as press links that will take them to my GitHub, linkedin, and web portfolio.

Space Bunnies | *JavaScript, HTML/CSS, p5.js, p5.js.sound* May 2020
- Developed a 2-dimensional top-down shooter game with a vertical scrolling background.
- Utilized p5.js and p5.js.sound libraries to bring animation and sound to the enhance user experience.
- Full webgame and detailed design documents can be found in my web portfolio

Hotel Management System | *Python, Tkinter, sqlite3* April 2021
- Developed a hotel management software that handles front desk tasks. Tasks include: viewing available rooms and status, viewing current and future guests, creating a reservation, display guest profile.
- Used Scrum Agile Methodology. Conducted managed weekly agile sprints with teams size of 4.
- Utilized python's Tkinter toolkit (GUI) to create the user interface.
- Implemented a hotel database using sqlite3 to store hotel and guest information.

CERTIFICATION AND LICENSES

Pandas Essential Training January 2022
LinkedIn Learning View Certificate

The Bits and Bytes of Computer Networking July 2021
Coursera - Google - View Certificate

Using SQL with Python August 2021
LinkedIn Learning

EXPERIENCE

Support Engineer March 2022 - Current
Parasoft *Monrovia, CA*
- Assisted clients with identifying software-specific issues.
- Utilized Salesforce to manage cases and communicate with clients.
- Utilized my knoweldge in soa technologies, network transports, java, JavaScript, database environments, scripting languages, and customer support to troubleshoot Parasofts' tool issues.

Customer Service Representative - Bilingual (Spanish) August 2021 - September 2021
Orange County Registrar of Voters *Santa Ana, CA*
- Assisted voters in the voting process such as registering new voters, printing ballets, and scanning ballets.
- Technically assisted fellow CSR workers and voters with voting equipment.
- Troubleshooted and installed voting equipment and printers.