

## Objective

To obtain an entry level position where I can utilize my planning, delegating, and problem-solving skills.

## Education

**Bachelors and Masters in Information Technology and Management** | August 2016 – December 2020

Illinois Institute of Technology, Chicago, IL

Minor: Communications & Specialization: IT Entrepreneurship and Management

GPA: Undergraduate- 3.76/4.0 & Graduate- 4.0/4.0

## Skills

**Programming Languages:** Java, Python, HTML, CSS, Ruby

**Technologies:** Jira, Microsoft Word, Excel, PowerPoint, GitHub, Bootstrap, Linux, Windows, macOS, MySQL

**Languages:** English and Spanish

## Professional Experience

**Customer Service Representative** | 12/2018 – 07/2021

Walgreens, Chicago, IL

- Delivered exemplary customer service.
- Led fellow coworkers by sharing best practices on how to proactively offer and fulfill customer needs.
- Troubleshoot photo equipment, Walgreens app, and internal store systems.
- Ensured the completion of web-related action items; photo orders, curbside orders, etc.

**Brave Initiatives Intern** | 06/2019 – 03/2020

Brave Initiatives, Chicago, IL

- Facilitated leader development, coding, and design thinking sessions with approximately 30 girls.
- Managed 4 interns and code volunteers to ensure all coding-oriented activities are successfully executed.
- Planned and delivered essential materials for every project.
- Documented and reported to the leadership team daily.

**Argonne National Laboratory Future Researchers Intern** | 06/2016 – 08/2016

Argonne National Laboratory, Lemont, IL

- Learned and utilized web-based technologies including HTML, CSS, Javascript.
- Maintained the Physics' webpages on the Argonne website.
- Designed the layout for the touchscreen imagery outlining vacuums from EBIS HV and beamline.
- Reformatted and copy-edited the ATLAS control manual.

## Projects

**MERN Full-Stack Web Application** | 01/2020 – 05/2020

- Led a team of 5 students.
- Documented and prepared bi-weekly sprints reports throughout the project lifecycle.
- Managed Jira ticketing system and Github repository.
- Assisted in development using technologies MongoDB, Express.js, React, and Node.js.

**Business Innovation Project: Flexicare** | 08/2019 – 12/2019

- Developed a business plan for potential a start-up IT enterprise.
- Formulated marketing plan and financial analysis.
- Researched for competitor analysis.

## Activities and Honors

- I3: Intinium Idea Incubator Organizer
- Intinium Executive Board
- LIFE/HACE Executive Board
- VAMOS: Volunteer and Mentor One Summer
- Illinois Tech Innovation Challenge Finalist
- Dean's List Recipient
- Keynote Speaker for Brave Initiatives
- Tech Month Chicago Organizer