

# Joshua Macias's CV

## Joshua Macias

Bachelor of Science in Software Engineering

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## Currently

Senior Year at Brigham Young University Idaho. Certificates in Computing Programming, Software Design, Web Frontend, and IT Fundamentals.

## Specialized in

HTML, CSS, Python, Databases, AI & Process Automation, and Video Production.

## Research interests

Software Testing, Cloud Databases, Aviation.

## Education

2023 - Now Brigham Young University Idaho Rexburg - Idaho

## **Professional Experience**

### **Student Records and Registration Specialist At BYU**

November 2024 - Present - Advised 10+ students daily with registration, course adjustments, and academic policies, reducing processing errors by 20%. - Resolved scheduling conflicts for 45 department office assistants, optimizing course arrangements and enhancing efficiency.

### **Chick-fil-A / Food Services Team Leader**

September 2023 - September 2024

- Managed high-volume customer orders during peak hours, coordinating with a 10-person kitchen staff to maintain efficiency.
- Trained and onboarded 10 new employees per semester in food safety and operational procedures.
- Collaborated with recruitment teams across three departments to improve hiring and training processes.

### **Operations Supervisor at LaarCourier Express / UPS**

July 2019 - July 2022

- Conducted weekly inventory assessments to optimize operational efficiency.
- Analyzed daily reports to prioritize new routes, improving delivery efficiency by 25%.

## **Volunteer Experience**

### **Full time Missionary for The Church of Jesus Christ of Latter-Day Saints**

October 2016 - October 2018

- Conducted and led monthly training sessions for 110+ volunteers, focusing on ethics, communication, and leadership.
- Organized collaborative efforts with seven local nonprofits, facilitating food and clothing drives for underserved communities.