

# Joshua A. Macias

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## EDUCATION

### Bachelor of Science in Software Engineering

January 2023 - April 2026

Brigham Young University - Idaho

Rexburg, Idaho

- Area of interest: AI & Machine Learning, Large Language Models, Full-stack Development, Data Science.
- Cluster in Software Design: Knowledge in Algorithm, Modularization, Encapsulation, Inheritance.
- Certification in Computing Programming, IT Fundamentals, Web Frontend.

## PROFESSIONAL EXPERIENCE

### Student Records and Registration Specialist

November 2024 - Present

Brigham Young University - Idaho

Rexburg, Idaho

- 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

Brigham Young University- Idaho

Rexburg, Idaho

- 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

July 2019 - July 2022

LaarCourier Express / UPS

Portoviejo, Ecuador

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

## VOLUNTEER EXPERIENCE

The Church of Jesus Christ of Latter-Day Saints

Mexico City, Mexico

### Full-time missionary

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.

## SKILLS

Languages: Fluent in English and Spanish.

Programming Languages: Python, C#, C++, Rust.

Databases: SQL.

Web Frontend: HTML, CSS, Javascript, React Native.

AI & Process Automation.

Leadership & Conflict Resolution.