

KAREN PRISCILLA TREJO

Austin, Texas • (915) 792-1808 • karen.priscilla11@gmail.com
LinkedIn: www.linkedin.com/in/karen-trejo-84474b216



SUMMARY OF QUALIFICATIONS

Secret Security Clearance – Active through September 2026
Bilingual – Fluent in Spanish and English (written, spoken, and reading); Intermediate in French
4+ years of experience in software development, research, and tech-driven customer support
Proficient in full software development lifecycle (SDLC), debugging, and agile methodologies
Strong problem-solving skills with a passion for innovation and emerging technologies
Effective collaborator in cross-functional tech teams and fast-paced development environments
Experience collaborating with account executives, managers, and cross-functional teams to deliver tailored technical solutions for clients
Skilled in SQL querying, API integration, and using tools like Postman for diagnostics and troubleshooting
Strong background in optimizing performance metrics, budgets, and ROI to drive client retention and satisfaction

OBJECTIVE

Computer Science graduate and aspiring Software Engineer with hands-on experience in application development, AI research, and cloud technologies. Seeking a challenging role in a tech-focused organization where I can build scalable solutions, contribute to innovative projects, and grow as a developer.

EDUCATION

University of Maryland, Baltimore (Carey School of Law)

Master of Science in Cybersecurity Law and Policy
Anticipated Graduation: 2027

The University of Texas at San Antonio (UTSA)

Bachelor of Science in Computer Science – Software Engineering Concentration
GPA: 3.48
Graduated: May 2024

The University of Texas at El Paso (UTEP)

Computer Science
Fall 2020 – Spring 2021 | Transferred to UTSA

RELEVANT COURSEWORK & PROJECTS

Application Programming – Developed a fully functional Workout App using Java and Android Studio

Machine Learning – Led research and prototyping of an AI Chatbot using Python and NLP models

Software Engineering – Designed and implemented an E-Commerce Website with full front-end and back-end integration

TECHNICAL SKILLS

Programming Languages: Java, C, C++, Python, JavaScript, React, HTML, PHP

Web & App Development: Bootstrap, Android Studio, RESTful APIs, Responsive Design

Database & Cloud: MySQL, AWS, Firebase

Software Engineering: SDLC, Agile/Scrum, Unit Testing, Version Control (GitHub)

DevOps & Tools: CI/CD Pipelines, Docker, Git, Data Analysis

Systems & Frameworks: Mac OS, Windows, Linux, React Native, Microsoft Office, UI/UX Design, Modeling & Simulation

SQL: queries, joins, aggregations

API: testing and integration (Postman, RESTful APIs)

Data visualization & performance reporting: (Dashboards, KPI tracking)

Campaign optimization: bids, budgets, ROI analysis

WORK EXPERIENCE

United States Army – Operations Research and System Analyst

Austin, TX | September 2024 – Present

- Conduct quantitative analysis and simulation modeling to support operational decision-making
- Develop predictive models and strategic insights to improve mission readiness and performance
- Collaborate with interdisciplinary teams to integrate AI and machine learning in system design

Protecting Immigrant Families – Scheduling Consultant

Remote | June 2024 – Present

- Managed complex scheduling logistics for leadership, legal teams, and coalition partners
- Coordinated calendar invitations, follow-ups, and agenda preparation across multiple time zones
- Utilized tools like Google Calendar, Zoom, and Slack to streamline communication and operations

- Supported immigrant advocacy campaigns by ensuring timely coordination and stakeholder alignment

Cybersecurity Department (UTSA) Internal Audit – Student Assistant in Auditing

San Antonio, TX | February 2023 – May 2024

- Supported internal audit processes and control validations
- Prepared executive-level presentations for university board meetings
- Maintained organized audit records and reported compliance issues

Electrical & Computer Engineering Department (UTSA) – Student Researcher

San Antonio, TX | November 2021 – March 2022

- Managed departmental social media and digital communications
- Provided administrative support including document scanning, mailing, and scheduling

INTERNSHIP EXPERIENCE

Itron – Software Developer Intern

Remote | September 2023 – December 2023

- Improved user experience and interface of the Itron application by designing new UI components
- Gained hands-on experience with app debugging, version control, and team-based development

Nagarro – AI Analyst and Researcher Intern

Remote | June 2023 – August 2023

- Developed interactive dashboards to track KPIs and campaign results for enterprise clients
- Applied machine learning models to optimize content delivery for targeted audiences
- Provided actionable product insights to improve client engagement

Border Network for Human Rights – Web Developer Intern

El Paso, TX | June 2022 – August 2022

- Updated website content and maintained database consistency
- Designed social media content to boost engagement and awareness

LEADERSHIP & ORGANIZATIONS

Latinos in San Antonio (LATSA) – UTSA Chapter

Member | September 2021 – May 2024

- Supported fundraising initiatives and local outreach events

Alpha Sigma Alpha – UTEP Chapter (Alumni)

Wellness Chairman | August 2020 – May 2021

- Organized over 5 wellness and fundraising events per semester
- Co-led chapter operations for 50+ members, including recruitment and public relations

COMMUNITY INVOLVEMENT

Volunteer – Border Network for Human Rights

El Paso, TX | March 2020 – Present

- Coordinated rallies, social events, and campaigns to support immigrant rights
- Actively engaged in policy advocacy and community mobilization

RECOGNITION & AWARDS

University Honor Roll – Spring 2022 through May 2024

Soccer Coach of the Year – Fall 2020 – Spring 2021

- Coached elementary school soccer teams and developed training programs
- Successfully optimized performance for multiple high-profile projects, resulting in measurable efficiency gains

- Resolved technical integration issues under tight deadlines, preventing client churn

- Recognized for cross-team collaboration and solution-oriented problem solving

CERTIFICATIONS

Prompt Engineering: How to Talk to the AIs – July 2023

- Generative AI | Prompt Engineering | Large Language Models

How to Research and Write Using Generative AI Tools – July 2023

- Technical Writing | AI Research | Content Generation

CULTURAL EXPERIENCE

Hispanic and Latina (Mexican Heritage)

Languages:

- Spanish & English – Fluent
- French – Intermediate