

Kimberly D. Santiago-Mangual

70 Morningside Dr, #4975, New York, NY 10027 | 787-633-1860

linkedin.com/in/kimberlydsantiago | kds2152@columbia.edu

Personal Website: kdsanman.github.io/home/

EDUCATION

Columbia University, School of Engineering and Applied Science, New York, NY

Expected May 2019

Bachelor of Science in Computer Engineering, Dean's List Spring 2016, **GPA: 3.32**

Coursework: Data Structures, Computer Systems, Circuit Analysis, Computer Networks, Digital Systems, Signals and Systems, Networking Lab

SKILLS

Computer: LogMeIn, Mac, PC, Linux, Red Hat, hardware, Windows, LAN, routing, TCP, UDP, subnets, IP, routing

Design: Adobe CC, Autodesk Inventor, LTspice, SolidWorks, Creo 2.0, Logisim, AutoCAD Architecture, 3D printing

Programming: Java, Python, client/server arch., HTML/CSS/Bootstrap, Git, Arduino, Matlab, JS, Node.js, web dev, WinAutomation

EXPERIENCE

SEAS, Industrial Engineering & Operations Research Department, New York, NY

Oct 2017-Present

System Administrator Intern

- Automate tasks (e.g. generating printer codes, uploading profiles to net, TA matching software for department staff, pdf bundling, time in/out web form) using WinAutomation and python scripts to make them independent and self-served

Akamai Technologies, Cambridge, MA

Summer 2017

Solution Specialist Intern

- Audited and corrected SOPs for troubleshooting software, the installation of OSs, and the configuration of hardware peripherals
- Conducted new hire onboarding orientation, where new employees would receive training on connecting to the Akamai networks, getting familiar with their Operating Systems and protecting their data
- Increased Net Promoter Score by exceeding customer expectations daily and through ownership and resolution of old trouble tickets
- Installed, configured, and troubleshooted software and hardware peripherals (i.e. personal video conferencing Cisco units, RAPs, routers, ports, OS X, Windows 7 and 10)
- Repaired hardware components on Apple MacBook Pro and Lenovo ThinkPad machines
- Selected for Q&A testing by the Solution Enablement Team for the new Remedy Force interface

School of General Studies, Operations and Information Systems Department, New York, NY

Sep 2016-May 2017

Computer Programmer/Analyst

- Implemented knowledge base and workflow of technical solutions, making troubleshooting a standardized process
- Performed hardware and software installation, as well as replacement and configuration
- Created a library of step-by-step solutions to common software problems for staff to follow, lowering the amount of tickets/issues received

Integration Technologies Corp., San Juan, PR

Summer 2016

Knowledge Management & Consulting Intern

- Developed SOPs for the Simple Network Management Protocol configuration on Cisco, HP, Huawei 3Com, and Nortel devices
- Audited and updated configuration items on company's monitoring application to match existing database of devices

LEADERSHIP & ACTIVITIES

Puertorriqueños en Columbia, *Organizer/Leader*, New York, NY

September 2017-Present

- Created a group of Puerto Rican students studying at Columbia University and Barnard College with purpose of organizing fundraising events to help acquire funds for Puerto Rico's Hurricane Relief efforts
- Fundraised over \$1000 as the representative of Columbia University in the campaign Students with Puerto Rico

Capital One Software Engineering Summit, Arlington, VA

May 2017

- Participated in workshops covering: iOS, GitHub Collaboration, Introduction to Bot Development, Machine Learning, Arduinos, Android Studio, AWS, Alexa Skill Development, UI Design, Sketch, and Capital One's NESSIE API. Received 1st place prize in Summit Hackathon

Goldman Sachs Engineering Essentials Program, Jersey City, NJ

May 2017

- Received technical training on React and Node.js, and JavaScript. Other technical skills taught were UML and BPMN modelling, services frameworks such as RESTful Services, HTTP, Java and APIs, as well as building user interfaces

Qualcomm Women's Collegiate Conference, San Diego, CA

Jan 2017

- One of 60 undergraduate students chosen to gain technical knowledge and training at Qualcomm

SEO (Sponsors for Educational Opportunity) EDGE, *Participant*, New York, NY

Sep 2016-Present

- Complete training and assessments focused on developing technical skills, industry knowledge, and attention to detail
- Receive individualized coaching to achieve targeted technical and professional developmental goals

Application Development Initiative, *Member*, New York, NY

Aug 2015-Present

- Introduce freshman and other undergraduates to Python by giving occasional tech talks and presentations

CU Shares, Personal Project, Princeton, NJ

Nov 2015

- Developed at Hack Princeton and received 2nd place award for best use of Twitter's API
- Interface created to help connect students in a lend and borrow process using Twitter hashtags. Used HTML, CSS, Bootstrap, Twitter API, express.js, node.js