Kimberly D. Santiago-Mangual

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EDUCATION

Columbia University, School of Engineering and Applied Science, New York, NY — Expected May 2019
Bachelor of Science in Computer Engineering & Minor in Hispanic Studies, 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, networking protocols
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 like generating printer codes and matching Teaching Assistants with classes using WinAutomation and Python
- Apply the MERN stack towards internal and public application building for the department

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 for 20+ staff weekly, where new employees would receive training on connecting to the Akamai networks, getting familiar with operating systems and protecting sensitive data
- Increased net promoter score by exceeding customer expectations daily through ownership and resolution of past trouble tickets, and repaired hardware components on Apple MacBook Pro and Lenovo ThinkPad machines
- Installed, configured, and troubleshooted software and hardware peripherals including personal video conferencing Cisco units, RAPs, routers, ports, Git, OS X, Windows 7 and 10

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 of hard drives, partitions, and applications
- Created a manual 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

Teaching Assistant for CSEE W4140 Networking Lab, New York, NY — September 2018-Present
Python Tutor for the Center for Student Advising, New York, NY — September 2017-Present
- Tutor undergraduate students enrolled in ENGI 1006 -- Introduction to Programming using Python -- and answer their questions. Provide students with additional resource material and skills to succeed in the class

Puertorriqueños en Columbia, *Founder and President*, New York, NY — September 2017-Present
- Created a student 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 for Puerto Rico by directly reaching out to the Columbia community as well as organizing events including a fundraiser at a fast-food chain and a bake sale

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
- Built Onu, a GroupMe bot that supports group investments and has a web interface as well. This bot integrates the Capital One Nessie API, the GroupMe API, Quandl API, and Flask.

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
Application Development Initiative, *Member*, New York, NY — Aug 2015-Present
- Taught undergraduate students Python by giving occasional tech talks and presentations

CU Shares, Personal Project, Princeton, NJ — Nov 2015

- Used HTML, CSS, Bootstrap, Twitter API, express.js, node.js to create an interface to help connect students in a lend and borrow process using Twitter hashtags