Kimberly D. Santiago-Mangual 70 Morningside Dr, #4975, New York, NY 10027 | 787-633-1860  
linkedin.com/in/kimberlydsantiago | kdsanman@gmail.com

**PROJECTS & LEADERSHIP**

kdsanman.github.io/home/

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

**Teaching Assistant for CSEE W4140 Networking Lab**, New York, NY September 2018-Present

* Help students understand the material in the course (networking protocols, ICMP, DHCP, ARP, etc.) and grade their submitted work

**Python Tutor for the Center for Student Advising**, New York, NY September 2017-Present

* Tutor undergraduate students during 1-on-1 sessions

**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 the 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

* Built *Onu*, a GroupMe bot that supports group investments and has a web interface as well. This bot integrates the Capital One Nessie API, GroupMe API, Quandl API for stock data, API.AI for natural language processing, Mailgun for email confirmations, plus Flask, Bootstrap, SB 2 Admin, and ngrok for the UI.

**Goldman Sachs Engineering Essentials Program**, Jersey City, NJ May 2017

* Built UI using React and node.js

**Computer Networks Chat Application**, New York, NY March 2017

* Built a chat application using Python, sockets, and a server using UDP
* The client instances communicate directly with each other and the server is used for setting up the clients and for storing off-line messages from clients. Every client maintains a local updated table with all the other client's information.
* The server handles registration and distribution of information

**EXPERIENCES**

**Qualcomm Women's Collegiate Conference**, San Diego, CA Jan 2017

**Application Development Initiative**, *Member,* New York, NY Aug 2015-Present

* Teach undergraduate students Python by giving occasional tech talks and presentations

**CU Shares**, Personal Project, Princeton, NJNov 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

**Columbia Engineering, Industrial Engineering & Operations Research Department**, New York, NY Oct 2017-Present

*Software Engineering Intern*

* Automate tasks like generating printer codes, matching Teaching Assistants with classes, and web scraping using Python
* Create template using node.js and JavaScript for department's intranet
* Deploy computers for professors using RAID 1

**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, Linux

**SKILLS & INTERESTS**

**Columbia U, 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

**Computer**: OS X, Windows OS, Red Hat/Linux, DHCP, DNS, TCP/IP, VPN, VMWare, Active Directory, network routing and switching  
**Programming**: Python, Java, client/server arch, HTML/CSS, Google Maps API, node.js, express.js, AWS/GCD, Heroku, Flask, Wireshark  
**Interests**: Local Guide on Google Maps, Google Translate Community, biking, volunteering, riding my scooter and skateboard, hackathons, have traveled to 31 countries/territories  
**Spoken Languages**: Spanish, English, Portuguese