

Gisel F. Garrido

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Software engineering student with a growing foundation in cloud computing, web development, and programming. Experienced in technical support, compliance, and workflow optimization, with proven ability to troubleshoot issues, document processes, and mentor peers. Skilled in Java, Python, JavaScript, and front-end/back-end development through coursework and projects. Bilingual (English/Spanish) communicator with strong leadership and problem-solving skills. Seeking software engineering opportunities to apply technical expertise in building scalable applications and improving user experiences.

EDUCATION

[Western Governors University](#)

B.S. Bachelor of Science in Software

Salt Lake City, Utah

Expected, May 2027

- o **Concentrations:** Cloud Computing and Web/Applications Development
- o **Related Coursework:** Data Structures & Algorithms, Advanced Data Management, Hardware & Operating Systems, Cloud Foundations, Front-End Web Development, Back-End Programming, UI & UX Interface Design

[Washington High School](#)

Diploma | Graduated with Honors, 3.8 GPA

Phoenix, Arizona

Aug 2017 – May 2021

- o **Leadership:** Girls' Softball Team Captain
- o **Activities:** Chess Club, Robotics Club Programmer, Math Club, Art Club Exhibitor

EXPERIENCE

[Valor Global](#)

Arizona Department of Revenue - Education & Compliance

Phoenix, Arizona

Oct 2024 – Present

- Provide technical and compliance support for taxpayer inquiries, ensuring accuracy and professionalism.
- Train peers on documentation standards and compliance procedures.
- Collaborate across departments to improve workflow efficiency and service delivery.

[Valor Global](#)

Hulu - Technical Team Lead

Phoenix, Arizona

Oct 2021– Oct 2024

- Led a support team resolving technical issues with speed and accuracy.
- Mentored peers and redesigned workflows, improving resolution rates and efficiency.
- Partnered with QA and leadership to refine escalation protocols and onboarding materials.

PROJECTS

[Portfolio Website](#) |

Solo

Phoenix, Arizona

Dec 2024 - Present

- o Designed and deployed a responsive, cloud-hosted portfolio using GitHub Pages.
- o Implemented clean UI/UX design with accessibility and interactive elements across desktop and mobile.
- o Integrated modern front-end practices to showcase technical projects and skills.

SKILLS

Programming & Development: Java, Python, JavaScript, HTML/CSS, UI/UX Design (coursework & projects)

Cloud & Systems: Cloud Foundations, Hardware & Operating Systems, Digital Documentation

Professional: Customer Service, Communication, Team Leadership, Peer Training, Conflict Resolution, Empathy, Bilingual (English/Spanish)

Volunteering

[Alpha Nation Non-profit](#)

Volunteer

Phoenix, Arizona

Dec 2024 - Present

- o Supported logistics and outreach during seasonal events.
- o Helped distribute essentials and coordinate raffles for 100+ children and their families.

Certifications

[Internal Revenue Service](#)

[Annual Filing Season Program](#) – Record of Completion

Phoenix, Arizona

2025-2026

- o Verification: IRS [Directory](#)