

# Melissa Santos

American Fork, Utah

(323)317-2727 | [mesantos@ucsd.edu](mailto:mesantos@ucsd.edu) | [linkedin](#) | [Github](#)

## EDUCATION

### University of California San Diego

San Diego, CA

*Bachelor of Science, Computer Science and Mathematics*

**Relevant Coursework:** Advanced Data Structures and Algorithms, Design and Analysis of Algorithms, Discrete Math

**Coursera:** Introduction to Back-end Development (2024)

### Software Skills:

Java, C++, Next.js, React, Python, HTML, CSS, JavaScript, SQL, PostgreSQL, Docker, Spring Boot, Git, VSCode, JUnit, MATLAB, Vim

## PROFESSIONAL EXPERIENCE

### HeadStarterAI

Remote

*Software Engineer Fellow*

July 2024- present

- Built 3 AI projects and API's using Next.JS, OpenAI, Firebase, and StripeAPI.
- Developed projects from design to deployment using MVC design patterns.
- Coached by top companies on Agile Processes, Git, CI/CD pipelines, and microservice patterns.

### Enterprise Service Desk – UVU

Orem, UT

*Service Desk Technician*

July 2024 – present

- Resolved over 100+ hardware, software, network, and application-related issues per week using Jira for ticket management, improving incident resolution efficiency by 5 minutes on average.
- Diagnosed and debugged Windows, OS, and Linux environments, using Azure for cloud-based troubleshooting to resolve client issues quickly.

### The Coder School – La Jolla

San Diego, CA

*Coding Instructor*

Sept 2023 – present

- Instruct students aged 7-18 in Scratch, Python, and Java while focusing on logical thinking and problem-solving skills with 85% of students progressing to more advanced languages.
- Mentor students through the development of personalized projects and games, enhancing their coding skills.

### Summer Bridge – UCSD

San Diego, CA

*Peer Mentor*

June 2021 – Sept 2023

- Coached over 30 new students, facilitating their transition to college life and academic success.
- Hosted academic workshops and webinars, increasing students' college readiness by 80%.

## LEADERSHIP & EXTRACURRICULARS

### Kappa Kappa Gamma

San Diego, CA

*Vice President Internal Affairs*

Jan 2023 – Jan 2024

- Facilitated biweekly meetings to promote chapter engagement, academic excellence, and sisterhood across 3 departments.
- Implemented initiatives that improved the chapter's overall GPA and increased retention rates by 30%.

### Girls Who Code & PluralSight

Remote

*Work Prep Participant*

Jan 2023 – Jan 2024

- Participated in a three-week career readiness program, gaining insights from senior leaders and engineers.

## PROJECTS

### Code Cards | Next.js, React, Firebase, Stripe, Vercel

August 2024

- Developed a dynamic SaaS application for creating, managing, and studying flashcards, using Next.js and React for efficient rendering and interactive user interfaces.
- Integrated Firebase for user authentication and real-time data synchronization, enhancing application security and scalability.
- Implemented Stripe for payment processing, enabling subscription-based plans and secure transactions.

### AI ChatBot | Next.js, Firebase, React, Material UI, Vercel

August 2024

- Designed a full-stack chatbot application, leveraging Next.js and React for efficient rendering and seamless user interactions.
- Integrated Firebase for robust user authentication and real-time data handling, ensuring secure and scalable backend operations.

### Spring Boot Authentication System | Java, SpringBoot

August 2024

- Engineered a comprehensive user authentication system, including user registration, login, and email verification.
- Implemented an email verification process to enhance user account security and prevent unauthorized access.

### Bachelor REST API | Java, SpringBoot, Docker, PostgreSQL, Postman

June 2024

- Developed a RESTful API using Spring Boot to manage contestant data, implementing CRUD operations for efficient data handling.
- Integrated PostgreSQL as the backend database for contestant information, with Docker to ensure streamlined deployment and a consistent development environment.
- Designed and executed comprehensive API testing workflows in Postman, ensuring reliable and maintainable endpoints.