

## NICOLE FERNANDEZ

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### EDUCATION

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#### The University of Tampa

*Bachelor of Science in Management Information Systems.  
Minor in Cybersecurity and Leadership Studies.*

**Tampa, FL**

**May 2026**

**GPA: 3.78**

**Relevant Coursework:** Information Security Standards, Risk Management, and Compliance, Application Development, Business Statistics, Financial Accounting, Network and Cloud Infrastructure, and Management Information Systems.

### PROJECT EXPERIENCE

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#### DREAM HOUSING LEAD DEVELOPER

*University of Tampa Lowth Entrepreneurship Center*

- Leading the development of a web application to provide off-campus housing options for the student market, leveraging HTML/CSS, JavaScript, and backend technologies to assist 10,000+ students at the University of Tampa.

### PROFESSIONAL EXPERIENCE

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#### ADMISSIONS TELE-COUNSELING JUNIOR MANAGER

*The University of Tampa*

**Tampa, FL**

**March 2023-Present**

- Directed a team of 45+ Tele-Counselors to manage over 1,000 incoming calls per week, ensuring strict adherence to FERPA regulations for handling sensitive student information, and enhancing data accuracy by 25%.
- Implemented CRM software solutions and data-driven IT strategies increasing call response efficiency team efficiency by 20%, resulting in promotion within 6 months.
- Partnered with the IT team to customize and optimize the CRM system, improving overall efficiency by 25% aligning with audit standards for data integrity and privacy.
- Prepared and presented detailed reports at monthly executive meetings, leveraging visualization tools to highlight key performance indicators and ensure compliance with audit procedures and internal controls.

#### FOUNDER & TECHNICAL LEAD

*Tropical Letters*

**Santiago, DR**

**June 2018-August 2022**

- Developed and executed data-driven digital marketing strategies using Google Analytics tools, increasing customer acquisition by 30% and conversion rates by 25%.
- Managed logistics for nationwide orders monthly, ensuring 98% on-time delivery and high customer satisfaction.
- Implemented IT solutions for customer service, resolving 95% of issues within 24 hours.

#### LOWER HOUSE OF REPRESENTATIVE ASSISTANT CAMPAIGN MANAGER

*Agustin Burgos Deputy Campaign*

**Santiago, DR**

**June 2019-July 2019**

- Oversaw the accurate counting of 10,000+ electoral registers using database management systems, ensuring statistics integrity and timely reporting 99% of the data.
- Led a team of 20 interns, using Trello project management to boost task completion efficiency by 40%, and ensuring data management complied with electoral regulations and data privacy standards.

#### DIGITAL OPERATIONS INTERNSHIP

*La Factoria*

**Santiago, DR**

**May 2019-June 2019**

- Translated and registered 30+ product descriptions online, improving SEO rankings by 15% and enhancing product accessibility while adhering to e-commerce compliance standards.
- Managed on-site and digital inventory of 60+ products using inventory management software, reducing stock discrepancies by 20% and improving order accuracy.
- Ensured compliance with PCI-DSS standards for secure handling of customer payment information, safeguarding data during online transactions, and enhancing overall security practices.

### SKILLS

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Programming Languages: Python, JavaScript, HTML/CSS.

Developer Tools and Libraries: Git, GitHub, VS Code, Visual Studio, Pandas, and Matplotlib.

Certifications: IC3 Digital Literacy, FERPA: Confidentiality of Records, intending to pursue CompTIA Security+ Certification.

Other: Cisco Packet Tracer, AWS, SOX Compliance, PCI DSS Compliance, Audit Report Preparation, and SCRUM.

Languages: Spanish, English, French, and Mandarin.