B.S. in Computer Science and Technology

Pamela Sánchez Arellano

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EDUCATION

Instituto Tecnológico de Estudios Superiores de Monterrey Guadalajara, Mexico

B.S. in Computer Science and Technology *August 2022 – June 2026 (expected)*

Relevant coursework: Object-Oriented Thinking and Programming, Programming of Data Structures and Fundamental Algorithms, Modeling of Minimal Systems and Computational Architectures and Statistical Analysis

EXPERIENCE

Technical Support Specialist June 2022 – December 2022

Teleperformance *Guadalajara, Mexico*

- Provided technical assistance one-on-one with end user through an effective English communication regarding IT services and billing inquiries resulting in a 95% resolution rate before escalation to other departments
- Applied strategic sales techniques to supersede sales and inside metrics by working proficiently and independently

PROJECTS

Trust Investment Coach - iOS app | *JavaScript, Java, Python, Node.js* September 2023

- Developed an investment coach iOS application on React for *Banorte* that aims to democratize access to investments which can be seamless integrated into the bank's mobile application
- Adapted AI and a real-time database to generate a chat bot and provide personalized investment counseling

Parking Control - iOS app | *JavaScript, Java, Arduino* September 2023

- Created a smart parking lot iOS application using React Native Expo that showcase parking lot updates
- Designed and implemented ultrasonic sensors and Arduino to simulate the smart parking lot, integrating it with a real-time Firebase database for instant vehicle detection and map view screen updates on the app

Weather & Lofi - Web Application | *JavaScript, HTML, CSS* July 2023 - August 2023

- Developed a responsive landing page that displays the weather temperature, humidity and wind speed of major cities around the world based on a searching interface fully on JavaScript
- Implemented Google Places API to create a city name auto-complete feature to enhance the user experience

Machine Learning Prototype | *Python* March 2023

- Built an unsupervised learning model using K-means to cluster and analyze data and tested it clustering digits using the sklearn library resulting in a 95% correct cluster than traditional learning models
- Performed data visualization and presented findings through visual representations using the matplotlib library

Club de Servicios - Web Application | *JavaScript, HTML, CSS* February 2023 – June 2023

- Front-end developer for *Banco de Alimentos Guadalajara's* project Club de Servicios, a working Angular web application that connects services providers to customers to promote the employment in my community
- Developed custom reusable web components to improve the application scalability and created the contact page

AWARDS AND HONORS

3rd Place Banorte Challenge HackMty 2023 Hackathon September 2023

- Distinguished participation in the Banorte Challenge: Generated an investment coach application using AI

VOLUNTEERING

Women for the Future | Vice president February 2023 – Present

- Coordinated the organization of a region-wide Women for the Future bootcamp, fostering networking opportunities for over 70 women in STEM across the western region held in my university campus on June 2023
- Organized multiple workshops and events to develop a community of women in STEM in my university

SKILLS

Programming Languages: C++, Java, JavaScript, Python, HTML, CSS, R
Spoken Languages: Spanish (Native), English (C2 Pearson Certificate 2021), German (Basic)
Soft Skills: Critical decision maker, efficient time manager and effective communicator