

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

**Parking Control - iOS app** | *JavaScript, Java* 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* July 2023 - August 2023  

- Developed a responsive and visually appealing landing page that shows the weather conditions all over 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 using the digits function from the sklearn library resulting in a 90% correct cluster of the model than traditional learning models
- Performed data visualization and presented findings through visual representations using the matplotlib library

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

- Collaborated in the development of a working Angular web application as a front-end developer for *Banco de Alimentos Guadalajara* creating a web application 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  

- Generated an investment coach iOS application using AI and real time financial summary and counseling in 24 hrs

## VOLUNTEERING

**Women for the Future** | Vice president (August 2023 - Present) 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

**Patrones Hermosos** | Teacher Facilitator June 2023  

- Assisted the teacher with HTML and CSS knowledge needed to deliver confident instruction during the classes
- Provided personalized assistance and guidance to the girls, facilitating their comprehension of fundamental programming concepts and logical reasoning

## 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