

Pedro Millan Perez

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Education

Bachelors of Science in Computer Science | Web & Mobile App Dev
University of North Carolina at Charlotte, *Charlotte, NC*.

June 2017 - Dec 2019

- GPA: 3.46/4.0
- Related Coursework: Data Structures and Algorithms (Java), OS & Networking (C++), Software Engineering (Ruby/Rails, Git), Web-Based App Dev (HTML5, CSS3, JavaScript), Database Design (SQL), Network-Based App Dev (HTML5, CSS3, Java), Mobile App Dev (Swift), Design Object-oriented Sys (C#), Secure Programing Testing

Skills

Applications:	Microsoft Office, NetBeans, Eclipse, Amazon Web Service, MySQL Workbench
Languages:	Java, HTML, CSS, JavaScript, C++, C#, Ruby, MySQL, Swift
Foundational Concepts:	Quality Assurance, Time Management, New Technology and Product Research
Proficiency:	Software and Hardware Troubleshooting, Reporting and Analyzing Data

Projects

Mobile Application Development, Mobile Application Development Project Jan 2019

- Developed an application that integrated a databases and Google's location API using XCode and Swift.
- Productively worked with others to troubleshoot and implement features to the application.
- Effectively tested and configured the application to make sure it met the specific secured standards.

Network-Based Application Development, Web Application Development Project June 2018

- Created a web based application that migrate data between systems/databases using Java, HTML, and MySQL.
- Successfully worked with my team to debug the newly developed web application.
- Designed and executed test procedures, reported incidents, and created proposals for possible solutions.

Human Computer Interaction, Mobile Application and Interaction Project June 2018

- Interviewed, Researched, and Study end-users and stakeholders, to develop a product that improves a specific need.
- Developed a new concept design, connecting the design goals to specific visual interaction using design alternatives.
- Managed schedules and effectively worked with other to conduct a presentation introducing a new application prototype.

Experience

Geek Squad, Matthews, NC

Advanced Repair Agent

June 2018 – Feb 2019

- Strengthen customer relations by making routine calls to resolve issues, advice on service standards, sell service plans/products, including training, as required.
- Served as vital resource for staff, overseeing daily support operations and assistance on complex trouble tickets.
- Plan, coordinate, and execute hardware and software upgrades.
- Cultivate and maintain relationships with store vendors.

Consultation Agent

May 2016 – June 2018

- Responsible for meeting sales quotes, collecting payments, filing warranty claims and maintaining a professional relationship with valued clients on a daily basis.
- Learn the prospects business and what best suits their needs based off of strong questioning and listening skills.
- Provided technical support to end-users, leveraging broad-based expertise to handle problem identification, diagnosis, and resolution.
- Performed security administration functions for end users.