

## OBJECTIVE

Dedicated software developer with two years of hands-on experience in programming, web development, and server-side technologies gained through academic projects. Skilled in communication, teamwork, and customer service, with six years of experience in high-security and customer-centric environments. Eager to apply technical skills and collaborative spirit in a challenging role within the software development industry.

## SKILLS & ABILITIES

### Technical Skills

- **Programming Languages:** C#, Python, JavaScript, SQL, SQLite, HTML, CSS
- **Front-End Frameworks:** jQuery, Vue, React.js, Tailwind, Bootstrap
- **Back-End Frameworks:** Node.js, ASP.NET Core, .NET Maui
- **Tools and Technologies:** Microsoft Word, Excel; Airline operations software; Data entry and terminal communications; Source control and testing frameworks
- **Database Management:** Relational database design, data modeling, SQL
- **Version Control & GitHub:** Git, GitHub (version control, branching, merging, pull requests, collaborating on repositories)

### Professional Skills

- **Software Development:** Console and GUI applications; algorithmic problem-solving; debugging object-oriented applications; user interface design; server-side programming, mobile applications
- **Bilingual Communication:** Fluent in English and Spanish, with a focus on providing world-class, polite, and knowledgeable service
- **Customer and Team Collaboration:** Communicated effectively with customers and team members, fostering a positive atmosphere, safety, and teamwork
- **Safety-Conscious:** Practiced safety-first behaviors, particularly in high-security and operationally intensive environments; able to pass background checks and work in secure areas

### Additional Skills

- Proficient in customer service and coordination
- Adaptable, capable of following instructions and contributing positively to team goals

## CERTIFICATIONS AND TRAINING

- **Scrum Methodology Training:** Familiar with Agile processes for effective project planning and analysis (Certification in process)
- **Microsoft Office Specialist:** (<https://www.credly.com/users/marco-ramos.24ce1e0d>)
- **Information Technology Specialist:** Database training through GMETRIX.NET
- **Safety and Heavy Equipment Operation:** Trained in operating airline-specific machinery and maintaining aircraft standards

## EXPERIENCE

### Summer 2025 – Summer 2025 **Web Development Internship**

Khamu Solutions – Garden City, ID,

- Collaborated with the development team to replicate and style client websites using HTML and CSS
- Translated design mockups and live site references into responsive, pixel-perfect web pages

- Applied modern CSS techniques to improve layout consistency, mobile responsiveness, and user experience
- Gained hands-on experience with front-end workflows, version control, and iterative feedback processes

---

Fall 2023 – Spring 2025

**Software Development Student**

College of Western Idaho – Boise, ID,

- Developed console and GUI applications using C#, focusing on algorithmic problem-solving, debugging, and object-oriented principles
- Built front-end web applications with HTML, CSS, and JavaScript, leveraging frameworks like Vue and React
- Implemented Agile/Scrum methodologies, including planning, requirements documentation, test case development, modeling, and prototyping
- Designed and managed relational databases with SQL, applying data modeling techniques for efficient application development
- Explored server-side programming with Python and ASP.NET, integrating database access and API interactions
- Anticipated studies in mobile development, industry-standard software development tools, source control (GitHub), testing frameworks (NUnit for C#, pytest for Python), Agile project management methodologies, and containerization with Docker for software deployment and scalability

---

April 2016 – April 2022

**Ground Service Agent, Boise ID**

Alaska Airlines,

- Loaded and unloaded baggage, ensuring efficient processing and passenger satisfaction
- Provided accurate flight information and assisted guests with baggage procedures
- Followed airport and airline security protocols, adhering to federal, state, and local regulations
- Supported passengers with disabilities, using aisle chairs and wheelchairs and documenting necessary information for seamless service
- Coordinated flight needs, including arrival, departure, and boarding procedures to maintain flight schedule efficiency
- Operated heavy equipment safely (e.g., tugs, belt loaders, jet-bridges) and maintained aircraft cleanliness, including lavatory servicing, vacuuming, trash removal, and safety inspections

---

## EDUCATION

---

Fall 2023 – Spring 2025

**Associate of Applied Science in Software Development**

College of Western Idaho, Boise ID

- **Fall 2023:** Studied C# for console and GUI applications; development design, coding, and documentation skills; focused on algorithmic problem-solving and debugging object-oriented applications; foundational studies in HTML and CSS
- **Spring 2024:** Learned Scrum methodologies for planning, analysis, requirements documentation, test case development, modeling, and prototyping; studied JavaScript, jQuery, and frameworks such as Vue, React, and Angular
- **Fall 2024:** Focused on Python for server-side programming, including database access and object-oriented principles; studied SQL for relational database design and modeling; explored ASP.NET for server-side scripting
- **Spring 2025:** Anticipated studies in mobile development, industry-standard software development tools, source control (GitHub), testing frameworks (NUnit for C#, pytest for Python), Agile project management methodologies, and containerization with Docker for software deployment and scalability