

# Samuel Sandoval

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## EDUCATION

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### California State University, Fullerton

Aug 2019 - May 2023

Bachelors of Science in Computer Science

Fullerton, CA

- Honors: *magna cum laude*; 3.7/4.0 GPA
- Studied abroad in Coventry, UK during spring 2022 semester (Coventry University)
- **Recent Courses:** Data Structures, Algorithm Engineering, Computer Networking, Data Science, Statistics

## SKILLS & CERTIFICATIONS

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- **Tools:** Figma, Git, Google Analytics, Google Sheets, Jira, Trello, Salesforce
- **Technical:** HTML, CSS, C++, Python, Git, Java, Swift, Firebase, jQuery
- **Eagle Scout:** Fundraised and completed 200+ hour project for a local museum.
- **Certifications:** Fortinet Network Security, Zscaler Certified Sales Engineer, Adtran Certified Carrier Professional
- **Interests:** soccer, rock climbing, hiking, brewing and drinking coffee, volunteering

## WORK EXPERIENCE

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### Lumen

Jul 2023 – Present

Solutions Engineer

Remote

- Work cross-functionally with Solution Architects, Customer Support, and Sales to craft customer-centric requirements, design network solutions, and configure services, contributing to a 10% quarterly revenue boost.
- Facilitate effective communication channels between clients and internal stakeholders, resulting in a 25% increase in customer satisfaction ratings.

### USAA

Jun 2022 – Aug 2022

Product Manager Intern

San Antonio, TX

- Spearheaded the development of an Android app feature that enabled employees to create system notifications, driving an impressive 15% rise in user engagement and interaction with the app.
- Conducted a comprehensive case study on Metaverse opportunities through market research and stakeholder meetings, leading to the identification of 10% growth potential in the Metaverse sector.

## PROJECTS

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### TuffyHacks.com, Hackathon Event Platform

July 2021 – Mar 2022

- Developed a one-year product roadmap for our hackathon's end-end event platform; outlining strategic milestones and priorities to guide successful development and growth.
- Worked with cross-functional engineering, design, and marketing teams to develop 2 new product strategies.
- Defined 5 key performance indicator metrics for product success.

### Rainy Day, Jemi Fellowship

January 2022

- Developed app idea concept, RainyDay, which focuses on helping users start an emergency fund and easily keep track of it.
- Conducted 10+ user interviews to gain valuable insights into potential user needs and preferences, helping to refine the app concept and ensure it aligns with user expectations.
- Designed and prototyped the user interface of the app using AdobeXD