

# Stefania Ascencio Lopez Portillo

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## SUMMARY

Product-driven professional with hands-on experience in product analysis, cross-functional collaboration, and customer-centric development. Proven ability to manage design, documentation, and testing of software products, gather user feedback, and drive feature improvements. Skilled at translating technical requirements into actionable solutions that enhance customer experience and operational efficiency. Bilingual in Spanish and English; seeking opportunities to further grow as a product manager, owner, or analyst.

## EDUCATION

|  |          |
|--|----------|
| <b>Arizona State University</b>                      |          |
| <i>Coursework toward a B.S. in Computer Science</i>  |          |
| • Member: Society of Hispanic Professional Engineers |          |
| <b>Houston Community College</b>                     |          |
| <i>Associate of Science in Computer Science</i>      | May 2020 |
| • Dean’s List (Fall 2018–Fall 2019)                  |          |
| • Chief Representative, Computer Science Association |          |

## EXPERIENCE

|  |                      |
|--|----------------------|
| <b>Reynolds and Reynolds   Product Analyst</b>   | Dec 2024 – Present   |
| • Manage design and development for 21 voice and communication products.   |                      |
| • Create technical documentation and UI mockups , accelerating the development process for new feature releases.   |                      |
| • Conduct QA testing and validation for production releases ensuring the quality and integrity of all production releases.                                 |                      |
| • Collaborate with engineering, design, and marketing teams to refine features and optimize product performance, directly contributing to product success. |                      |
| <b>Starbucks Coffee Company   Barista/Trainer</b>  | July 2021 – Dec 2024 |
| • Fostered a positive work environment, boosting customer retention by 15%.  |                      |
| • Identified training gaps and reduced onboarding time by 15%.   |                      |
| • Mentored 15+ new team members, increasing customer service scores by 10%.  |                      |
| • Promoted collaborative team culture to enhance overall performance.  |                      |
| <b>Universal Plant Services Inc.   Software Development Intern</b>   | May 2020 – June 2021 |
| • Supported agile development projects using AngularJS.  |                      |
| • Executed 50+ regression tests, reducing post-release defects by 25%.   |                      |
| • Authored documentation to improve developer onboarding by 30%.   |                      |
| • Managed software tickets on ServiceNow, improving resolution times by 30%.   |                      |

## LANGUAGES

|         |         |
|---------|---------|
| English | Spanish |
|---------|---------|

## SKILLS

|                              |                          |
|------------------------------|--------------------------|
| User Stories & Use Cases     | A/B Testing              |
| Product Development          | Problem-Solving          |
| Product Management           | C++                      |
| Product Analysis & Design    | Git - Github             |
| Product lifecycle management | MS Excel                 |
| Business Analysis            | MS Suite                 |
| Agile Methodologies          | QA Testing               |
| Data Analysis                | Technical Documentation  |
| Technical Communication      | Conversational AI Design |