Stefania Ascencio Lopez Portillo

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SUMMARY

Computer Science student with practical experience in software development and data analysis, including building user-friendly applications and optimizing workflows. Bilingual in Spanish and English, skilled at translating technical concepts into customer-friendly solutions. Looking for opportunities to apply programming expertise in software development and IT support.

EDUCATION

Arizona State University
B.S. in Computer Science (In Progress)
- Member: Society of Hispanic Professional Engineers

Houston Community College
Associate of Science in Computer Science May 2020
- Dean's List (Fall 2018–Fall 2019)
- Chief Representative, Computer Science Association

EXPERIENCE

Starbucks Coffee Company | *Barista/Trainer* 2021 – Present

- Cultivated a positive and inclusive work environment, increasing customer retention by 15% through personalized service and building rapport with regulars
- Leveraged data analytics to identify training gaps, reducing onboarding time by 15% and increasing operational efficiency.
- Mentored 15+ new team members, increasing their proficiency and customer service skills, resulting in a 10% boost in customer satisfaction scores.
- Promoted a collaborative and supportive team culture that enhances customer satisfaction and overall performance.

Universal Plant Services Inc. | *Software Development Intern* 2020 – 2021

- Contributed to agile software development projects using AngularJS.
- Conducted 50+ regression tests to identify and fix critical bugs, resulting in a 25% reduction in post-release defects.
- Authored comprehensive documentation for web applications, enabling smoother handoffs and reducing onboarding time for new developers by 30%.
- Developed robust unit tests using Selenium and JavaScript libraries.
- Maintained data integrity in a Microsoft SQL database, reducing data entry errors by 20% through careful validation and automated checks.
- Managed 100+ software tickets on ServiceNow, reducing resolution times by 30% and improving team efficiency.
- Developed and implemented SOPs that streamlined team processes, cutting task completion time by 20%.
- Resolved 30+ application bugs, improving system stability and reducing user-reported issues by 15%.

VOLUNTEER WORK

Houston Humane Society | *2021*
- Walked and socialized 20+ animals weekly, contributing to their improved temperament and increasing adoption rates by 10%
- Participated in 10+ adoption events and community outreach initiatives, contributing to a 15% increase in successful adoptions.

Hellen Keller School for The Blind | 2010 – 2011

- Supported 10+ students with their educational and recreational needs, helping to improve their engagement and participation in classroom activities by 20%.
- Ensured a clean and organized classroom to support student focus and productivity.

SKILLS

- **Languages:** Spanish (Native), English (Proficient)
- **Programming**: C++ (Proficient), Java (Learning), Python (Learning), JavaScript (Beginner)
- **Frameworks**: AngularJS, Selenium
- **Database**: Basic knowledge of SQL Server, MySQL
- **Version Control**: Git, GitHub
- **Operating Systems**: Windows, Linux (Learning)
- **Development Tools**: Visual Studio, VS Code, Eclipse
- **Data Tools**: Excel, PowerPoint, Word, Access
- **Methodologies**: Agile (Scrum, Kanban)