

Alma Camarillo

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Education

Brigham Young University-Idaho

Software Engineering – **Bachelor of Science** (STEM Designated)

Rexburg, ID

Graduation Date: 04/24

- **Internship:** The Church of Jesus Christ of Latter-day Saints
- **Leadership:** College of Physical Science and Engineer Student Representative for Software Engineering Department
- **Extracurriculars:** Opera Scenes, Women's Choir, Concert Choir, Spanish Lab, Spirit of Mexico Singer-Dancer

Experience

The Church of Jesus Christ of Latter-Day Saints, Information Technology

Riverton, UT

Process Manager Intern | Information and Communication Services & Polynesian Cultural Center

01/23 – 11/23

- **Communication:** Coordinated meetings with PM's, Stakeholders, Engineers, Vendors, and Clients to discuss technology upgrades, following Agile and DevSecOps methodologies. Successfully communicated with teammates located in over 130 countries in need of functional services with unique working Time-Zones.
- **Creative Problem Solver:** Implemented automated communication and testing Outlook responses with Power Automate for newly appointed lines across the globe, increasing service reliability by 45% in ½ a quarter after a two-year stagnancy. Engineered a Power App-enabled workflow checklist to ensure testing and communications were in place, coordinating with Technical Professionals to ensure essential checkpoints were met.
- **Time Management:** Mitigated training errors by 75% creating a database to ensure smooth International Line Testing. Strategized the PCC's communication upgrades, predicting holiday and time-zone down-times, completing the upgrades in one quarter with a 97% completion rate, resourcefully allocating portfolio budget.

Brigham Young University- Idaho, Information Technology

Rexburg, ID

Microsoft 365 Student Administrator | SharePoint, Outlook, OneDrive, Zoom, Google, MS 365 Services

08/22 – 07/23

- **Customer Support:** Delivered 5+ years of customer service expertise in IT combined with strong listening, reading comprehension, and prioritization skills to provide positive and permanent ticket solutions with a +93% resolution rate.

Brigham Young University- Idaho, A/V & Broadcast Productions

Rexburg, ID

Recording/Post Audio Engineer | Audio Maintenance, Broadcasting, Recording, & Post-edition

07/21 – 09/22

- **Troubleshoot:** Optimized +\$13,000 dollars in studio cost-savings by restoring to 100% functionality a 2+ year out-of-service vintage audio equipment: "Euphonix MC Controller, System 5-MC Console".
- **Problem Solve:** Curated and built additional training resources, translating my coding and Web App skills into building a Wiki Site, reducing workflow errors by 80%, creating long-term training impact and customer satisfaction increase, lasting over 1 ½ years from the initial implementation.
- **Tech Management:** Secured proper DSP, networking, and analog-digital signals prior to Broadcast, Recording, and Edit sessions by consistently dedicating buffer time for equipment checks and setting up two-level backups. Obtained networking client-server proficiency and literacy through completion of the Dante Networking Certifications Levels I-II; pursued further learning by completing additional coursework and obtaining Level III Certification by 04/2024.

Brigham Young University- Idaho, Online Curriculum Department

Rexburg, ID

Assistant Online Curriculum Project Manager | Business, Finance, Family History, & Music Portfolio

05/19 – 08/21

- **Statistical Analysis:** Evaluated and built educated action plans with a four-level prioritization strategy diagram to tackle points of improvement in design and content, using Course Performance Survey Stats gathered with PowerBI, easing the experience for over 22,000 international students and designated faculty.
- **Leadership:** Oversaw the design, content curation, and proper development of the first Entry-Level Music Course during the pandemic, facilitating the education of over 19,000 students with a potential interest in pursuing formal music training, and other educational opportunities within my designated courses.

Skills, Tools, & Interests

Skills & Tools

ASP.NET, Web Dev, C#, Python, JavaScript/HTML/CSS, C, C++, macOS, MS 365, Linux, SQL/NoSQL, APIs, JIRA, GitHub, Visual Studio, Eclipse, Oracle VM, Azure, Artificial Intelligence, WireShark, GoogleDevTools

Interests

Strategic Technology Integrations & Implementations, IT System Administration, Networking Solutions, Music, Pets, and Languages