R A Q U E L   G O N Z A L E Z

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Summary

Passionate developer with BS in Computer Science. Seeking an opportunity to showcase my skills to be able to grow and excel in the field.

Work Experience

Menards Distribution Center, Plano, IL   Sept 2022 – May 2023
DC/MM Support Technician - Intern

- Repaired, Installed, and maintained company-owned computers, peripherals, and manufacturing machines.
- Job shadowed software engineers/developers to gain insights into website management, including front-end and backend database.
- Enhanced customer service and satisfaction by promptly resolving technical issues.
- Troubleshot basic network-related issues to ensure smooth operations.
- Demonstrated adaptability by effectively working both independently and in a team environment.
- Managed and prioritized multiple tasks in a demanding environment, maintaining a calm and courteous demeanor.
- Acquired in-depth knowledge of warehouse operations, contributing to process improvements.
- Utilized Active Directory (AD) to manage user accounts and access permissions.

Menards, Eau Claire, Wi   June 2022 – Aug 2022
Information Technology Support - Intern

- Developed and presented proposals, showcasing cost-saving and efficiency improvement strategies.
- Analyzed workplace challenges and provided effective solutions, improving overall productivity.
- Collaborated with the Corporate Support team, contributing to daily functions and project works.
- Authored technical documentation, providing comprehensive resources for business and technical teams.
- Installed and configured software and hardware systems, ensuring optimal performance.
- Utilized Jira to track and manage assigned projects and tasks.
- Repaired, diagnosed, and shipped hardware equipment, contributing to efficient store operations.

Menards Distribution Center, Plano, IL   March 2017 – Present
Team Member

- Successfully fulfill fast-paced warehouse duties, including receiving, picking, and loading boxes onto conveyors, ensuring efficient operations.
- Utilize expertise in Menards software to accurately process purchase orders.
- Proactively interact with inventory data, promptly resolving problems and errors.

Education

Aurora University, Aurora, IL   May 2023
Bachelor of Science in Computer Science

Waubonsee Community College   May 2021
Associate of Arts in Computer Science

Projects/Skills

- **Aldi's PTO Tracker** – Software Engineering group project using PUG, CSS, HTML, Nodejs, MySQL, and JS.
  - Aimed at creating a PTO (Paid Time Off) Tracker for ALDI employees.

- **Red-Hots Online Ordering** - Capstone group project using REACT, HTML, CSS, .NET, and JS.
  - Implemented an online ordering system for a local restaurant.

Programming Proficiencies

Java, React, C#, MySQL, JavaScript, HTML & CSS, Bootstrap, Web Development, Database
Tools: Jira, Confluence, Active Directory, GitHub