Diego Sanchez

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EXPERIENCE

Kampus Konnekt49   **Bonn, Germany (Remote)**
Software developer internship   *August 2025*
- Developed the user interface for the company's website using CSS to display an engaging theme and create an easy-to-navigate user experience.
- Managed website back-end database and server integration.
- Monitored the live website by performing tests and troubleshooting methods to ensure content is displayed correctly and running optimally for students in Germany.
- Designed the brand guidelines for the company.

Dell Technologies   **Tampa, Florida**
ProSupport Engineer   *May 2025 – August 2025*
- Diagnosed and resolved software and hardware computer issues through troubleshooting procedures for end users.
- Utilized VMware and CRM software to track interactions and resolutions to improve response efficiency and customer satisfaction.
- Applied company articles and research resources to efficiently troubleshoot computer issues and have optimal communication with the customer to comply with Dell's weekly customer satisfaction metrics.
  - 100% CSAT/Customer Satisfaction score and 100% Task completed on time score (Dell's goal: 93.3%)

Seminole Hard Rock   **Tampa, Florida**
Retail Supervisor   *February 2023 – May 2025*
- Lead a team of retail associates in 4 stores to give great customer service that helped bring more sales to the company.
- Trained and mentored newly hired supervisors to supply them with knowledge of various customer issues, inventory procedures and software applications. (Microsoft office, iSeries, InfoGenesis, Ticketmaster)

PROJECTS

Portfolio Website
Personal project page
- Utilized HTML, CSS and JavaScript to create an interactive and personalized display on my website.
- Tracking progress on GitHub repositories to document and organize each step of my coding development process
  - Website URL: https://diegosanchez717.github.io/Portfolio-website/
  - GitHub URL: https://github.com/DiegoSanchez717

Café Delanie Website
Website for local Café
- Created the website for a well-known local Café in Tampa, Florida. I used HTML, CSS, and JavaScript to create a platform where customers can make reservations. I also included the restaurant's cause to bring awareness and attract customers that relate to it.
  - Website URL: https://diegosanchez717.github.io/Cafe-Delanie/

EDUCATION

Hillsborough Community College   **Tampa, Florida**
A.A. in Computer Engineering   *May 2022*
  - **GPA:** 3.6/4.00, *Dean's List and Honors program*

St. Petersburg College   **St. Petersburg, Florida**
B.A.S Technology development and management   *Junior year*
  - **Concentrations:** Software development
  - **GPA:** 3.1/4.00

LetPhil bootcamp   **Online**
Full-stack development   *June 2025*
  - **Languages:** Front-end, Back-end, Database

Leadership/College certificates: https://docs.google.com/presentation/u/0/

SKILLS

Programming: HTML, CSS (tailwind), JavaScript (React), Node.js, MongoDB, AWS, Firebase, Python
Tools/Applications: GitHub, VS code, Microsoft office, Jira, ClickUp, WordPress, Shopify
Soft-skills: Customer service, Employee training, Teamwork, Leadership
Languages: English and Spanish