

Amado Lazo III

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EDUCATION

Texas A&M University-Corpus Christi (TAMUCC) Bachelor of Computer Science, concentration of Systems Programming	May 2020 - Aug 2023
Coastal Bend College Beeville, TX (CBC) Associates of Applied Sciences	Jan 2016 - April 2020
Certified AWS Cloud Practitioner (CLF)	March 2024
Certified Professional Scrum Master (PSM-1)	June 2024

PROFESSIONAL EXPERIENCES

City of Austin – IT Technical Specialist	May 2024 – Onwards
<ul style="list-style-type: none">Performed comprehensive support for software and applications, including preventative maintenance and troubleshooting.Dedicated 30+ hours per week to ServiceNow ticket management, successfully handling at least 20 tickets weekly, ensuring timely and effective resolution of technical issues.Performed system administration tasks, including configuration, monitoring, and management of IT systems to support software engineering projects.Developed, documented, and communicated technical procedures and support documentation, facilitating clear understanding and efficient operations.	

CareForge AI – Software Developer	Aug 2023 – Onwards
<ul style="list-style-type: none">Collaborating within a team using ReactJS, Python, JavaScript, NodeJS and PostgreSQL to develop the application.Leveraged frontend build tools such as Webpack and Babel to optimize the bundling processes, significantly enhancing application load times and cross-browser compatibility.Implementing UI/UX best practices to ensure seamless navigation, accessibility, and user engagement.Implemented advanced React patterns and state management techniques using Redux, significantly improving application scalability and performance.Integrating in house AI to create a chatbot that enhances user engagement and provides intelligent responses.	

The State of Texas DMV – Systems Administration 1	Oct 2023 – Feb 2024
<ul style="list-style-type: none">Innovated a front-end related solution by developing an automated reporting tool with JavaScript, which streamlined the analysis and presentation of network upgrade outcomes, contributing to a more efficient project management process.Installed and configured Fortinet networking hardware, including Cisco routers and switches across 48 counties in Texas.Collaborated with onsite IT in each county, facilitating the project requirements and further improvements.Efficiently managed and resolved IT service requests using Salesforce ticketing systems.	

Texas A&M University-Corpus Christi – Technical Support Specialist Assistant	Jan 2021 – Aug 2023
<ul style="list-style-type: none">Developed software using Python and PowerShell to streamline departmental workflow improving time for tasks by 90%.Developed an inventory Excel document which entails insight of department devices increasing available budget by 30%.Utilized Power Queries, Power BI, SQL, and R to analyze data and improve efficiency over 60%.Generated well-articulated support tickets through ServiceNow.Developed SQL Queries for IT team to ensure the visibility of available devices across all sub-departments.Drafted clear and comprehensive flowchart Documents using Visio along with developing Dashboards.	

International Business Machines (IBM) – Software Engineer Accelerate	May 2021 – Aug 2021
<ul style="list-style-type: none">Developed scalable software solutions using a tech stack comprising MongoDB, NodeJS, ReactJS, and ExpressJS.Successfully launched 4 Full Stack software applications while maintaining a proper Time Complexity of $O(1)$.Leveraged Slack as a primary communication platform to foster effective collaboration and real-time communication.Utilized Jira and Confluence for efficient project management, enabling the creation of Gantt charts for each project, leading to a streamlined workflow and improved project timelines.Applied RESTful API principles to design and develop APIs, ensuring standardized communication between different modules of the application.	

TECHNICAL PROJECTS

A.I. Resume Generator (ResuCreate) — PHD-Pivot, 2023
<ul style="list-style-type: none">Led and managed a cross-functional team in developing an AI resume builder application, utilizing OpenAI's GPT-3 API to generate tailored resumes for job seekers.Implemented Agile project management methodologies, utilizing tools such as Trello, to track progress and assign tasks.
DataTrack Pro — IBM Software Engineering Team, 2021
<ul style="list-style-type: none">Led and diverse Agile team assigned by IBM, comprising individuals with distinct roles to successfully deliver this project.Built using JavaScript, Axios REST framework, Jest Testing framework, and ReactJS.
Mflix (Netflix Clone)— MongoDB University, 2022
<ul style="list-style-type: none">Developed a highly responsive app using MongoDB, NodeJS, ReactJS, and Jest testing framework.Implemented an extensive movie database allowing users to search for movies and retrieve detailed information along with user comments along with creating user profiles.

SKILLS

● Java	● PostgreSQL	● Jira/Trello	● CI/CD Development
● JavaScript	● Python/R	● Confluence	● Object-Oriented Programming
● C/C++	● MySQL	● MongoDB/PostgreSQL	● Version Control Systems (GIT)
● PowerShell	● ReactJS	● NodeJS	● RESTful API development