Carlos Guzman

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EDUCATION

Software Developer Associate of Applied Science   August 2022 – May 2024
Fox Valley Technical College | Appleton, WI, United States
- With Honors, Phi Theta Kappa Academic
- GPA 3.97

Computer Engineering Coursework   February 2022 – June 2022
Costa Rica Institute of Technology | Cartago, Costa Rica
- Coursework in Python and Programming Essentials
- GPA 4.0

PROFESSIONAL SKILLS

- C#
- Java
- Python
- JavaScript
- SQL
- Unity
- ASP .Net MVC
- React + Tailwind
- GIT
- Azure DevOps
- Microsoft Development Stack
- Agile Methodology
- Growth Mentality
- Research Experience
- Android Development
- Generative AI
- English & Spanish
- Public Speaker

WORK EXPERIENCE

Operations Engineer, Information Technology | Fox Valley Technical College | Appleton, WI   September 2024 – Present
- Resolved complex full-stack production issues across five .NET projects (v4.8 to 8.0), enhancing functionality and user experience on FVTC's web platforms.
- Conducted root cause analysis and implemented optimized solutions using C#, MVC, and Domain-Driven Design, reducing issue recurrence and improving platform stability.
- Collaborated in Agile SCRUM teams, actively participating in sprints and refining technical documentation to support development and deployment processes.
- Leveraged Microsoft Development Stack tools (Visual Studio, Azure DevOps, SQL Server, Teams) for efficient project management and cross-functional collaboration.
- Engaged closely with end-users to ensure continuous improvement in applications, providing high-quality support that aligns with business needs.

Software Developer Intern | Fox Valley Technical College | Appleton, WI   March 2024 – May 2024
- Collaborated with a dynamic Software Engineering team to develop and maintain web applications, APIs, and services, adhering to Agile methodologies.
- Contributed to software quality assurance by actively monitoring deployments and engaging in the testing process, ensuring alignment with business requirements.
- Gained hands-on experience with C#, .NET Core & Framework, MVC, API architecture, Design patterns, SQL, HTML, CSS, and JavaScript while working under the guidance of experienced professionals.
- Demonstrated effective written and verbal communication skills while fostering a collaborative team environment and maintaining a strong work ethic with close attention to detail.

IT Services Intern | Fox Valley Technical College | Appleton, WI   January 2024 – May 2024
- Assisted in a Help Desk environment by offering phone, email, and Level 1 support to address computer-related issues.
- Identify and resolve computer-related problems, utilizing problem-solving skills to address issues efficiently.
- Maintain accurate records for computers, accounts, and software inventory.
- Investigated hardware and software requirements, responded to questions, and kept track of inventory status, contributing to informed decision-making.

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Business Consultant Intern | BizSquad Internship, Fox Valley Technical College | Appleton, WI   January 2024 – May 2024
- Collaborated with a multidisciplinary team to provide strategic business solutions, gaining hands-on experience in consulting and project management.
- Maintained professional communication with clients and team members, adhering to SCRUM project management guidelines to ensure timely and efficient project completion.
- Analyzed client needs and developed tailored solutions for three distinct projects, enhancing business operations and community outreach.
- Designed professional communication materials and documentation, ensuring clarity and effectiveness in client interactions.

IT Tutor | Fox Valley Technical College | Appleton, WI   January 2023 – May 2024
- Provided individualized tutoring and assistance to students in IT and programming-focused classes.
- Collaborated with students to solve complex programming problems and improve understanding of key concepts.
- Demonstrated proficiency in C#, C++, JavaScript, SQL, PHP, Adobe Illustrator, and Photoshop.
- Contributed to the Teaching and Learning Center by helping students overcome academic challenges.

HONORS & ACTIVITIES

Phi Theta Kappa Academic Honor Society
- Wisconsin Top Student, All-USA Academic Team New Century Pathway Scholarship   February 2024
- Coca-Cola Global Leaders of Promise Award   August 2023
- Chapter Vice-President   March 2023 – May 2024

Fox Valley Technical College
- Achievement Against the Odds Award   April 2023
- IT College Club Parliamentarian   September 2022 – January 2023

The Costa Rica United States Foundation for Cooperation
- Dr. Ana Sittenfeld International Scholarship Program for Specialized Technicians   September 2021

CERTIFICATIONS
Foundations of User Experience (UX) Design | Google Career Certificates   October 2024
- Credential ID Q10HCR260RBP
- Content: The Role of an UX Designer | Universal design, inclusive design, and equity-focused design | User-centered design | Assistive Technology | Accessibility | Design Sprints | UX Research

Generative AI Fundamentals | Google Cloud Skills Boost   June 2023
- Credential ID 3912526
- Content: Introduction to Generative AI | Introduction to Image Generation | Introduction to Large Language Models (LLM) | Introduction to Responsible AI

Tutor Training | Fox Valley Technical College   May 2023
- Content: The Role of The Tutor | Using Effective Questions to Guide a Tutoring Session | Tutoring Center Administration: Best Practices for Hiring, Tracking & Reporting | Developing Critical Thinking Skills

Project Management and Formulation Workshop | Cenecoop R.L.   March 2019
- Credential ID NJ-01-2019-3670