

### **Hector Santiago III - Professional Statement**

I am a rising Senior at Winston-Salem State University majoring in Computer Science. I gained interest in the technology industry after working as an IT Analyst for Avast Antivirus. I then switched my major from Business Administration to Computer Science to continue learning. I have continued to gain knowledge through on the job experiences, conferences and internships. My most recent work experience has been with a SMS and VoIP company called SendHub. I have worked as an IT Analyst, Operations Lead and Software Engineer Intern with SendHub. I have also taken part in a Google Coding Competition and was hand chosen to be a part of Amazon's first ever Beyond the Yard conference. Switching my major to Computer Science was one of the greatest decisions I have made. It has opened a lot of doors in my life and has given me the ability to gain valuable experience.

This previous academic year I have gained a lot of experience as a member of the Association for Computing Machinery (ACM) and serving as a Senator in the Mathematics and Statistics Club at Winston-Salem State University. I took an assistant and mentor position in my programming classes and assisted a lot of my classmates with questions and issues they had. I took a Data Science class to improve my Python knowledge and familiarize myself with big data and how it can be used professionally. I took everything I have learned this previous year and implemented it professionally.

I have been a part of and have worked on many projects both in school and on the job. On the job I have worked on creating reports to calculate charges for all of our customers who use

international numbers so we can charge them properly. With the daily report projects, I used Python and PostgreSQL to query our database to find out who sent messages from an international number and then I calculated the total cost by country SMS rate and then created a CSV file and sent an email to our billing team. I was also in charge of deploying and maintaining those reports on our server. Another on the job project I worked on was a workflow bot for one of our major customers. I used Python, API, Ngrok, Gunicorn, and Flask to help develop and deploy the bot to our server. The bot follows a strict workflow to allow their recipients the ability to apply for positions they offer. The workflow only moves to the next step if a valid inbound SMS is received and after 5 consecutive incorrect messages the bot will stop responding until a valid message is received. This brought in a lot of value for the customer, for the company and improved the customer experience and use case with our company.

I look forward to also achieving my Master of Computer Science at Winston-Salem State University and obtaining a job as a Software Engineer working with Java or Python. I hope to continue gaining knowledge and experience through school, work and internships. I am looking forward to implementing the knowledge gained from those areas in the future for a company. I know that with the experience I have gained, the people I have worked with and mentors that have helped me get to the current spot I am at I will not fail at achieving my goals.