

# HECTOR SANTIAGO III

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An experienced Information Technology Analyst who has been accepted into Science Gateway's Coding Institute for Summer 2020 and is aiming to become a Software Engineer.

## EDUCATION

**AUG 2019 – MAY 2021**

**COMPUTER SCIENCE - BS**, WINSTON-SALEM STATE UNIVERSITY

3.3 GPA, Senator in Mathematics & Statistics Club, Member in ACM, Deans List

**MAY 2019**

**ASSOCIATE OF ARTS**, WILKES COMMUNITY COLLEGE

3.5 GPA, Global Perspective Scholars Club, Deans List

## EXPERIENCE

**JULY 2019 – CURRENT**

**OPERATIONS LEAD**, SENDHUB INC.

My current role in SendHub is managing the support team and overall company queues. I take lead role with article creation for our knowledge base and creating SOP's for the support team. Another responsibility is querying the database for special reports for customers. I assist in QA with the development team and I have worked on some development tasks to assist the team and learn. I have taken a lead role in helping run QA and build out our SFDC app.

**OCTOBER 2018 – JULY 2019**

**INSIDE SALES SPECIALIST**, SENDHUB INC.

I was responsible for assisting customers with signing up for a SendHub account. I managed many high-level accounts. I built rapport with potential and current customers to ensure successful texting and marketing campaigns.

**NOVEMBER 2016 – JULY 2019**

**IT ANALYST**, SENDHUB INC.

I helped manage the support and tier 3 support queues. I was in charge of porting, error code reporting and click to chat. I also helped part time in billing for high risk payments and disputes.

## PROFESSIONAL SKILLS

- Java
- PostgreSQL
- Teamwork
- Problem Solving