

Gisel F. Garrido

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Software engineering student with a growing foundation in cloud computing, web development, and programming. Experienced in technical support, compliance, and workflow optimization, with proven ability to troubleshoot issues, document processes, and mentor peers. Skilled in Java, Python, JavaScript, and front-end/back-end development through coursework and projects. Bilingual (English/Spanish) communicator with strong leadership and problem-solving skills. Seeking software engineering opportunities to apply technical expertise in building scalable applications and improving user experiences.

EDUCATION

Western Governors University

Salt Lake City, Utah

B.S. Software Engineering

Expected, May 2027

- o **Concentrations:** Cloud Computing and Web/Applications Development
- o **Related Coursework:** Data Structures & Algorithms, Advanced Data Management, Hardware & Operating Systems, Cloud Foundations, Front-End Web Development, Back-End Programming, UI & UX Interface Design

Washington High School

Phoenix, Arizona

Diploma | Graduated with Honors, 3.8 GPA

Aug 2017 – May 2021

- o **Leadership:** Girls' Softball Team Captain
- o **Activities:** Chess Club, Robotics Club Programmer, Math Club, Art Club Exhibitor

EXPERIENCE

Valor Global

Phoenix, Arizona

Arizona Department of Revenue - Education & Compliance

Oct 2024 – Present

- Provide technical and compliance support for taxpayer inquiries, ensuring accuracy and professionalism.
- Train peers on documentation standards and compliance procedures.
- Collaborate across departments to improve workflow efficiency and service delivery.

Valor Global

Phoenix, Arizona

Hulu - Technical Team Lead

Oct 2021 – Oct 2024

- Led a support team resolving technical issues with speed and accuracy.
- Mentored peers and redesigned workflows, improving resolution rates and efficiency.
- Partnered with QA and leadership to refine escalation protocols and onboarding materials.

PROJECTS

Personal Website

Solo

Dec 2025 – Present

- o You can **view my other projects** directly on this website.
- o Designed and deployed a **responsive, cloud-hosted portfolio** using **Next.js** with the App Router structure.
- o Deployed seamlessly on **Vercel**, ensuring fast performance and scalability.
- o Implemented **clean UI/UX design** with accessibility and interactive elements across desktop and mobile.
- o Integrated **modern front-end practices** (React, TypeScript, Tailwind CSS) to showcase technical projects and skills.
- o Established a maintainable project structure with modular components, making future updates and scaling straightforward.

** Explore more projects (Calculator, Sudoku, GG Tax, Python Labs) on **GitHub**: github.com/les1g

SKILLS

Technical: Java, Python, JavaScript, TypeScript, HTML/CSS, React, Next.js, Tailwind CSS, Flask, Tkinter, Git/GitHub, Cloud Foundations

Professional: Team Leadership, Documentation, Compliance, Customer Service, Bilingual (English/Spanish)

COMMUNITY

Alpha Nation Non-profit

Phoenix, Arizona

Volunteer

Dec 2024 - Present

- o Supported logistics and outreach during seasonal events.
- o Helped distribute essentials and coordinate raffles for 100+ children and their families.