

Diego Prada Ortiz

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PROFESSIONAL SUMMARY

Software Engineer with a B.S. in Computer Science from Florida International University. Experienced in developing full-stack web, mobile, and AI-driven applications using Python, Java, JavaScript, React, and MySQL. Skilled in implementing scalable systems, collaborative development, and agile workflows. Passionate about leveraging technology to build efficient, user-focused solutions.

EDUCATION

Bachelor of Science in Computer Science

Graduation: August 2025

Florida International University - Miami, Florida

- Relevant Coursework: Data Structures, Algorithms, Operating Systems, Software Engineering, Software Testing, Database Systems, Computer Architecture

TECHNICAL SKILLS

- **Languages:** Java, Python, JavaScript, Typescript, HTML, CSS.
- **Frameworks:** React.js, Node.js, Next.js, Unity3D
- **Databases:** MySQL, MongoDB, NoSQL
- **Tools:** Firebase, WebStorm, VS Code, Git, Figma, Canva, Photoshop, OpenAI.
- **Systems:** macOS, Windows, Linux.

PROJECTS

- **Hospital Database - Java and MySQL**
 - ◆ Developed and deployed a hospital management system that reduced data processing time by 30% by streamlining patient, doctor, and appointment records.
 - ◆ Implemented a robust MySQL database managing records, improving data security and accessibility.
 - ◆ Designed an intuitive Java GUI to improve staff efficiency, leading to an increase in operational effectiveness.
- **Collaborative Story Builder - Unity3D, Firebase, Google Gemini AI, MyMemory API**
 - ◆ Developed a cross-platform mobile storytelling app that enables real-time, multilingual collaboration with instant translation and AI-driven story suggestions.
 - ◆ Implemented user authentication, profile management, and story storage using Firebase Authentication and Firestore, ensuring secure and scalable data handling.
 - ◆ Built responsive UI and multiplayer logic in Unity3D, enabling 120+ user stories across 7 agile sprints to support live collaboration, notifications, and community features.
 - ◆ Integrated Google Gemini AI for intelligent story continuation prompts and MyMemory API for instant translation, making storytelling accessible across languages.
 - ◆ Contributed to system validation, installation documentation, and GitHub release management to ensure maintainability and open-source usability.

ADDITIONAL EXPERIENCE

Customer Service Specialist

August 2024 - Feb 2026

The Home Depot - Davie, Florida

- Resolve over 200 customer inquiries monthly through phone, email, chat, and in person, providing accurate product and policy information across a catalog of 1,000,000+ items, ensuring a >90% customer satisfaction rate.
- Troubleshoot and resolve technical and product-related issues for 150+ customers each month, reducing repeat technical support requests by 20% through effective solutions and customer education on product usage.

Logistics Systems Analyst / Software Engineer

August 2021–

Link't Systems LLC - Hialeah Gardens, Florida

- Analyzed end-to-end logistics processes and system workflows to identify inefficiencies, reducing transportation and inventory costs through data-driven insights.
- Implemented and optimized logistics management software and tracking tools, improving shipment visibility and on-time delivery performance by up to 20%.
- Collaborated with cross-functional teams to integrate WMS systems, enhancing data accuracy, automation, and real-time reporting for supply chain operations.

SOFT SKILLS AND LANGUAGES

- **Leadership:** Led and motivated team members to ensure smooth operations and consistent, high-quality service during shifts.
- **Attention to Detail:** Followed up on customer inquiries and ensured issues were resolved accurately and efficiently.
- **Time Management:** Efficiently managed multiple tasks, from inventory control to customer service, ensuring smooth shift operations.
- **Teamwork:** Fostered collaboration and communication within the team to achieve shift goals and maintain high standards of service.
- **Affiliations:** Society of Hispanic Professional Engineers (SHPE)
- **Languages:** English and Spanish