Software Development Intern / Project Lead

Diego Gonzalez

Objective

Motivated and detail-oriented professional with a solid foundation in IT support and software development. Currently gaining hands-on experience at i.c.stars, focusing on **secure application development, HIPAA compliance, and technical problem-solving**. Adaptable and eager to contribute to innovative, team-driven projects while expanding expertise in **cybersecurity** and **artificial intelligence**.

Experience

May 2025 - Present

Software Development Intern *i.c.stars**

- Implemented secure development principles while building applications using full-stack technologies and applying industry best practices.
- Utilized Agile methodology to collaborate within a cross-functional team and meet project expectations.
- Developed exposure to software development lifecycle (SDLC) processes including testing and documentation. Attention towards mitigating potential risks.
- Practiced professional communication, technical writing, and client engagement.

August 2024 - December 2024

Customer Service Associate *Walmart*

- Resolved customer issues using secure procedures and attention to personal data privacy.
- Maintained accuracy and consistency under pressure in a high-volume retail environment.
- Developed teamwork and interpersonal communication skills applicable to security teams.

May 2021 - October 2023

Hub Supervisor *UPS*

- Supervised 10+ employees and enforced workplace safety and procedural compliance, reducing incidents by 15-20%.
- Managed confidential HR and union-related matters with discretion.
- Responded to operational incidents, improving protocol response and incident reporting.
- Developed leadership and critical thinking skills are vital to operational security.

Education

Lane Tech College Prep

Chicago, IL

2020

Soft Skills

- Critical Thinking
- Problem Solving
- Effective Communication
- Teamwork
- Natural Curiosity
- Adaptability
- Eager to Learn

Technical Skills

- IT Fundamentals
- Machine Learning
- HIPAA / HITRUST Compliance
- SDLC / Agile
- HTML / CSS
- JavaScript
- SQL

Contact

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Languages

English (Fluent, written and verbal)

Spanish (Fluent, written and verbal)