

# MARIA FUERTES

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## **EDUCATION**

*Master of Science in Information Technology*

**Florida State University, Tallahassee, FL**

May 2026

*Bachelor of Applied Science in Information Technology- Web Development*

**Broward College, Davie, FL**

Major GPA: 3.43, President's List, Dean's List

May 2024

*Associates in Arts*

**Broward College, Davie, FL**

Major GPA: 3.20

June 2020

## **TECHNICAL SKILLS**

LANGUAGES: C#, Python, HTML, PHP, CSS, JavaScript, SQL, XML

FRAMEWORKS: React, jQuery, Bootstrap, Tailwind, ASP.NET Core, Laravel, Flask

DATABASES: MySQL, MS SQL Server, MS Access

PLATFORMS: Windows, Linux, MacOS

SOFTWARE: Visual Studio, Visual Studio Code, Dreamweaver, Notepad++

## **PROJECTS**

*Broward College*

2022-Present

### **Web Development**

- Utilized a culmination of HTML, CSS, JavaScript, and PHP to produce fictitious sites as a means to facilitate learning fundamental concepts in web design.
- Implemented JavaScript libraries and CSS frameworks to simulate the process of delivering a site or application to a client.

### **Application Development**

- Created console applications using Python and C#.
- Developed CRUD pages utilizing PHP and SQL as well as React.js and JSON.
- Collaborated in partnership with peers to develop web applications using JavaScript, jQuery, React, and Node.js.

### **Project Management**

- Worked on numerous projects aimed at instilling the essential principles of project management within the context of information technology.
- Planned projects for site development as well as database management.
- Generated site maps and various charts to ensure the needs of the mock client were met.

## **PROFESSIONAL EXPERIENCE**

*Web Development Intern*

2/23-Present

### **The Panza, Boca Raton, FL**

- Working alongside the website manager in meeting the client's needs.
- Implementing knowledge of web design to style the client's website.
- Providing basic graphic design by generating and editing images using Adobe Photoshop.
- Testing the site constantly to ensure it is running effectively.

*Customer Service Representative*

3/21-12/22

### **Springs Digital Solutions, Remote, USA**

- Spoke with hundreds of customers daily with optimal customer service skills.
- Assisted customers with inbound calls.
- Met and exceeded sales metrics for outbound calls.

*Customer Service Staff*

9/18-12/19

### **Publix, Weston, FL**

- Performed customer service duties daily such as managing the cash register, price-correcting items, issuing refunds/exchanges, and cashing checks.
- Executed money services through Western Union.
- Enacted accounting services such as balancing the safe, preparing registers, closing down registers, and preparing bank deposits.
- Completed managerial in the absence of a manager.

*Assistant Store Manager*

7/17-9/18

### **Hot Topic, Fort Collins, CO**

- Managed and motivated the associates in the absence of the store manager.
- Enacted accounting services such as balancing the safe, preparing registers, closing down registers, preparing and delivering bank deposits, and auditing.
- Performed customer service duties daily such as managing the cash register, price-correcting items, issuing refunds/exchanges, and post-voiding transactions.
- Processed shipments involving heavy lifting.
- Led all floor sets and merchandising of the store.

*Sales Associate*

11/15-9/18

### **Bath and Body Works, Broomfield/Fort Collins, CO**

- Met and exceeded transaction goal expectation metrics such as conversion rates and items per customer.
- Performed customer service duties daily such as managing the cash register and issuing refunds/exchanges.
- Processed shipments involving heavy lifting.
- Worked floor sets and merchandising of the store.

*Seasonal Sales Associate*

10/16-1/17

**Swarovski, Broomfield, CO**

- Met and exceeded transaction goal expectation metrics such as conversion rates and items per customer.
- Answered questions for customers with exceptional knowledge of the inventory.
- Performed customer service duties daily such as managing the cash register and issuing refunds/exchanges.

*Administrative Assistant*

4/13-6/15

**Diverse Insurance Group, Cooper City, FL**

- Answered phone calls with proper phone etiquette
- Inputted data and uploaded documents onto Epic.
- Managed various types of Excel spreadsheets with hundreds of policies' information.
- Ensured that any documents had all required signatures from the client and the agent.

**ADDITIONAL SKILLS**

- Creative Software: Adobe Creative Cloud, Pro Tools, Ableton Live
- Microsoft Suite
- Certified in TOEFL
- Bilingual (English and Spanish)