

# Amy Portillo

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## SUMMARY

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Software Engineer specializing in **iOS (Swift, SwiftUI)** and **full-stack web development**, with experience delivering production applications used by **200+ users** in a university environment. Strong background in **cloud systems, UX-driven design, and cross-functional collaboration**, with proven leadership as a **Project Manager and Team Lead**.

## EXPERIENCE

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### iOS Developer & IT Technician

IT Department, Carolina University

November 2025 - January 2026, Winston-Salem, NC

- Developed a **full-stack iOS inventory management application** using **Swift, SwiftUI**, with real-time cloud synchronization via Supabase, serving multiple university departments
- Conducted **stakeholder meetings** with department staff to gather requirements and design user-centered workflows, leveraging GitHub Copilot to accelerate development
- Provided Tier 1 & Tier 2 technical support for **500+ users**, resolving **50+ weekly tickets** with **90%+ same-day resolution**, and authored documentation to reduce repeat issues

### Web Developer

International Student Services, Carolina University

January 2026 - November 2025, Winston-Salem, NC

- Developed and maintained a **job portal web application** using **Python and Django**, connecting **140+ international and federal work-study students** with campus employment opportunities
- Built **responsive front-end features** to ensure cross-device compatibility using HTML, CSS, JavaScript, Bootstrap, and Tailwind
- Collaborated with team members using **GitHub for version control**, code reviews, and feature development

### Project Manager & Team Lead

International Student Services, Carolina University

July 2025 - November 2025, Winston-Salem, NC

- Promoted to lead a **cross-functional team of 15+ student assistants**, supporting **140+ international and work-study students** through effective workload prioritization and task delegation
- Collaborated with **department leadership and stakeholders** to define project requirements, establish priorities, and allocate resources across technical and operational initiatives
- Developed **project documentation** (roadmaps, status reports) to maintain transparency and alignment with organizational goals

## EDUCATION

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### Bachelor of Engineering & Science in Computer Science

Carolina University • Winston-Salem, NC • 2026 • 4.0

- Dean's List – Recognized for academic excellence with a GPA of 3.9-4.0 across multiple semesters
- Junior Marshal, 2024-2025 Graduation Ceremony – Selected to represent the junior class based on cumulative GPA of 3.9

## CERTIFICATIONS

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### Cisco Networking Course

Cisco Academy • 2026

### Google UX Design Professional Certificate

Coursera • 2025

### AWS Cloud Foundations Certification

AWS Academy • 2025

## SKILLS

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**Languages & Frameworks:** Swift, SwiftUI, Python, JavaScript, TypeScript, Django, React, Next.js, HTML/CSS.

**Architecture & Concepts:** MVVM, REST APIs, Agile/Scrum Methodology, UX-Driven Development

**Cloud & Databases:** Supabase, AWS, Azure, MySQL, PostgreSQL.

**Tools & Platforms:** Git/GitHub, Xcode, Figma, Freshdesk, Webflow