

Alex Bautista

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EDUCATION

- University of Colorado Colorado Springs**, B.S. in Computer Science Class of 2029
· Past courses: Data structures, algorithms, discrete mathematics
· Current courses: Advanced algorithms (Graduate-level), cell biology, abstract algebra
· Activities: Community tech workshops (volunteer); peer tutoring (informal)
- William J. Palmer High School**, Diploma Class of 2024

EXPERIENCE

- Google**, *SWE Intern*, June 2025 - August 2025
· Shipped improvements to internal tools in Python/JavaScript (bug fixes, tests, docs)
· Collaborated across teams; wrote how-tos to help non-engineers use team tools
· Delivered on tight timelines while maintaining privacy and quality standards
- UCCS IT Service Desk**, *Student Tech*, September 2025 - Present
· Triageed walk-ups/calls; resolved Wi-Fi, login, printing, and first-line device issues
· Performed device onboarding and data migrations (macOS/Windows; iCloud/Google)
· Logged clear resolutions; kept wait times low with friendly, plain-English communication
- Independent Apple Device Support**, *Freelance*, June 2023 - Present
· Set up/restore iPhones, iPads, and Macs; iCloud backups and Photos/Messages transfers
· Troubleshoot Bluetooth, AirDrop, Continuity, Wi-Fi, printing, and accessory pairing
· Used privacy-minded workflows (2FA/MFA, device passcodes, account recovery) to prevent data loss
· Taught basics and accessibility features (Focus Modes, Live Text, VoiceOver)
- Community Tech Workshops**, *Volunteer Trainer*, June 2023 - Present
· Ran small-group phone/computer clinics; helped seniors and new users with device setup and safety
· Topics: backups, account recovery, password managers, scam/phishing basics, photo organization
- Panda Express**, *Front of House*, April 2023 - August 2024
· High-volume customer service with accurate cash handling and POS transactions
· De-escalated issues during rushes; maintained speed and accuracy
· Helped onboard and shadow new team members on register and service standards
- Independent Tech Support**, *PC Builder*, March 2021 - Present
· Built/sold custom gaming PCs; scoped parts to client needs and budgets
· Device/account setup & migration, home Wi-Fi, printer, and Bluetooth pairing
· Created simple how-to guides; remote follow-ups to keep clients confident

AWARDS & HONORS

- UCCS Academic Honors (GPA 5.0 - School Scale)
Palmer High School Honor Graduate (GPA 4.0)
Selected for Google SWE Internship

SKILLS

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|-------------------|--|
| Customer | Cash Handling, POS Operation, Returns/Exchanges |
| Platforms | iOS, iPadOS, macOS; Windows; Android; iCloud/Apple ID/Family Sharing; Google Account |
| Hardware | PC Building, RAM/SSD/GPU Installs, Peripherals & Display Setup, Advanced Diagnostics |
| Networking | Home Wi-Fi/Routers, Printer & Bluetooth Pairing, Hotspot & Tethering |
| Software | Python, JavaScript, Git, Basic Shell |
| Languages | English (Native), Spanish (Fluent) |

AVAILABILITY

Nights, weekends, and holidays; comfortable with sales goals and add-ons.