

Lidia De Santiago

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📜 CERTIFICATES

- Azure Fundamentals AZ-900

🎓 EDUCATION

B.S. Computer Science, *University of Texas at San Antonio*

🧠 SKILLS

Programming Languages – Java C Python PHP Javascript
MySQL ReactNative Tailwind CSS Node.js CSS HTML JSON
XML Ansible

Relevant Coursework – Database Systems | Enterprise
Software Engineering | Programming Languages |
Application Programming | User Interfaces | Data
Structures | Algorithms | Software Engineering | Cloud
Computing | Requirements Engineering

📁 PROJECTS

Enterprise Software,

Loan Document Processing & Reporting System

- Developed a **document validation engine** using **PHP** and **SQL**, dynamically checking completeness across required document types and generating **real-time compliance reports**.
- Built and optimized **SQL queries** to generate reports identifying **missing, complete, and zero-document loans**, supporting regulatory audits and internal tracking.
- Automated **document retrieval and processing** using scheduled **cron jobs**, enabling continuous server-to-server data collection and reducing manual processing by **90%**.
- Implemented a **centralized error logging system**, capturing **real-time processing failures** across API calls, database operations, and document workflows, significantly improving troubleshooting efficiency.
- Configured and deployed the system on **AWS EC2**, ensuring **secure access**, reliable uptime, and performance tuning for handling large data volumes.
- Created a **reporting module** using **dompdf**, allowing business users to **generate compliance reports on-demand**, enhancing visibility into document processing status.

E-commerce Web Development, *Online Grocery Store Platform*

- Configured server-side logic using **Express.js**, including routing and templating for dynamic content.
- Implemented **real-time user authentication and order tracking** using **Firebase Authentication** and **Firestore**, enabling personalized user experiences.
- Developed **shopping cart functionality**, including **add-to-cart**, **remove-from-cart**, and **live cart display**, directly interacting with **Firestore**.
- Configured and optimized **Express.js server-side logic** to handle routing, templating, and dynamic content generation.
- Integrated **order processing system**, capturing shipping details and storing order history per user for future reference.
- Configured **event listeners** for all critical user actions (cart updates, checkout events, and discount validation), enhancing interactivity and real-time feedback.

👤 PROFESSIONAL EXPERIENCE

Kyndryl, *Tech Developer & Engineering*

06/2024 – 08/2024 | Dallas, Texas

- Developed a **Cisco log monitoring solution** using **Python** to track switch health and port utilization, preventing failures.
- Automated **network health checks** with **Ansible**, reducing manual workload and improving efficiency.
- Developed a **custom log parser** using **Python** to extract, transform, and normalize Cisco switch logs into structured JSON data for analysis.
- Built **parsing logic** to identify, group, and consolidate key attributes like blade numbers, port utilization, connection statuses, and hardware details, enabling clearer switch health insights.
- Created **Power BI dashboards** to visualize extracted data, enabling account teams to proactively monitor switch health, optimize port usage, and forecast replacement needs.
- Collaborated with senior engineers to refine parsing rules and optimize the **data extraction pipeline**, ensuring compatibility across diverse log formats and improving parsing accuracy.
- Improved network resource allocation by identifying underutilized and overused ports, contributing to **cost savings and extending hardware lifespan**.
- Optimized network resource allocation, reducing unnecessary wear on ports and **saving significant operational costs**.

Gustavo's Carpentry SA, *Freelance Web Developer*

2024 | San Antonio, TX

- Designed and developed a fully responsive website for a carpentry business using **HTML**, **CSS**, **JavaScript**, and **Bootstrap**, enhancing the company's online presence.
- Integrated a **contact form** using **Web3Forms API**, enabling seamless customer estimate requests without backend development.
- Configured and managed **DNS and website hosting** through **Bluehost**, ensuring smooth deployment and reliable site performance.
- Customized the site's **visual design** to align with the business's brand, incorporating logos, color schemes, and image optimization.

State Farm, *Insurance Account Representative*

01/2021 – 08/2023 | San Antonio, Texas

- Managed customer policies, including adding vehicles, updating coverage, and processing renewals.
- Coordinated with underwriting to verify and update missing information from account holders, ensuring policy accuracy.
- Handled claims processing, assisting clients with filing home and auto claims.
- Advised clients on insurance options, helping them select policies that fit their needs and budgets.
- Increased customer retention by providing proactive policy reviews and personalized service.

North Park Toyota, *Office Assistant*

03/2019 – 01/2021 | San Antonio, Texas

- Managed and updated customer records for the finance and sales departments, ensuring accuracy and compliance.
- Resolved vehicle title issues by coordinating DMV errands and processing necessary paperwork.
- Managed sales commission tracking and processing, ensuring accurate and timely payouts for the sales team.