

Samuel Sandoval

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WORK EXPERIENCE

Lumen | Solutions Engineer | Remote Jul 2023 – Present

- Work cross-functionally with Account Managers, Customer Success, and Sales to craft customer-centric requirements, design network solutions, and configure services, contributing to a 10% quarterly revenue boost.
- Architect and lead over 15 technical discovery and proof of concept (PoC) engagements quarterly, resulting in a 40% conversion of PoC's into long-term service deployments across our products.
- Facilitate effective communication channels between clients and internal stakeholders, resulting in a 25% increase in customer satisfaction ratings.

USAA | Product Manager Intern | San Antonio, TX Jun 2022 – Aug 2022

- Spearheaded the development of an Android app feature that enabled employees to create system notifications, driving an impressive 15% increase in user engagement and improved app communication effectiveness.
- Conducted a comprehensive case study on Metaverse opportunities through market research and stakeholder meetings, leading to the identification of 10% growth potential in the Metaverse sector.
- Collaborated with developers and designers to align in-app learning content with product updates, ensuring seamless user experiences and reducing feature-related support tickets by 12% post-launch.

Microsoft | Explorer Intern | Remote May 2021 – Aug 2021

- Coordinated efforts with two software engineers to design and implement tooling that collected real-time telemetry from Azure Virtual Machine (VM) deployments, improving visibility into deployment performance.
- Designed and implemented a C# algorithm to intelligently prioritize deployment tasks, resulting in a 15–20% reduction in VM provisioning time and enhanced reliability of the deployment pipeline.
- Collaborated with engineers and PMs to integrate telemetry tools into staging environments, providing actionable insights from over 500+ VM deployment events, contributing to a smoother customer experience.

Google | STEP Intern | Remote May 2020 – Aug 2020

- Developed & launched an MVP of a web platform that focused on connecting students with tech professionals using HTML/CSS, Typescript, and Java Servlets 4 weeks ahead of schedule for the product launch.
- Collaborated in an agile 3-person team, contributing to both front-end and back-end development while adhering to Google's engineering practices and sprint cycles.
- Led usability testing with 20+ users, identified 8+ UX pain points and implemented and improved the task success rate by 40% in post-test evaluations.

SKILLS & CERTIFICATIONS

- **Data Analytics & BI Tools:** Excel, Power BI, Google Analytics, Salesforce, Google Sheets
- **Technical:** AWS, HTML, CSS, C++, Python, Git, Java, Swift, Firebase, jQuery
- **Eagle Scout:** Fundraised and completed 200+ hour project for a local museum.
- **Certifications:** Fortinet Network Security, Zscaler Certified Sales Engineer, Adtran Certified
- **Interests:** soccer, rock climbing, pickleball, hiking, brewing and drinking coffee, volunteering

EDUCATION

California State University, Fullerton

Bachelor's of Science in Computer Science

Fullerton, CA

Aug 2019 - May 2023

- Honors: *magna cum laude*; 3.7/4.0 GPA
- Studied abroad in Coventry, UK during spring 2022 semester (Coventry University)
- **Recent Courses:** Data Structures, Algorithm Engineering, Computer Networking, Data Science, Statistics