

# PEDRO QUINTELA

Bloomington, IL

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## EDUCATION

<b>Illinois Wesleyan University</b>	Bloomington, IL
<i>Bachelor of Science in Computer Science, Minor in Finance</i>	<i>Aug 2025 – Present</i>
<b>Walter B. Saul Agricultural High School</b>	Philadelphia, PA
<i>High School Diploma</i>	<i>Aug 2021 – June 2025</i>
• Relevant Coursework: AP Computer Science A (Java)	
<b>Community College of Philadelphia</b>	Philadelphia, PA
<i>Dual Enrollment Coursework</i>	<i>2024</i>
• Completed college-level credits in Pre-Calculus II and Sociology	

## TECHNICAL SKILLS

**Languages:** Java (AP Level), Python, SQL

**Software & Tools:** Microsoft Excel (Data Analysis), Google Workspace, Zoom Administration

**Spoken Languages:** English (Native), Portuguese (Basic), Spanish (Basic)

## TECHNICAL PROJECTS

### **Client Data Automation Script** | *Python, Pandas*

- Developed a Python script to automate the cleaning of raw client data CSVs, removing duplicates and formatting fields.
- Reduced manual data entry time by automating the preparation of files for CRM import.

### **Academic Grade Tracker** | *Java, OOP*

- Built a Java application using Object-Oriented principles to manage student records and calculate weighted GPAs.
- Implemented file I/O for data persistence, allowing records to be saved and retrieved.

### **Real Estate Data Analysis** | *SQL, Relational Databases (Self-Study)*

- Built a relational database environment to model real estate transaction trends using public datasets.
- Wrote SQL queries using Joins and Aggregates to identify patterns in pricing and agent performance.

## PROFESSIONAL EXPERIENCE

### **New Direction Group (Realty, Insurance, School)**

Newark, NJ (Remote)

2021 – Aug 2025

*Customer Service & Technical Support Specialist*

- Progressed from unpaid intern (age 15) to paid seasonal staff due to consistent performance and reliability.
- Served as the primary remote point of contact for 3 business divisions, handling sensitive client inquiries unsupervised.
- Managed virtual classroom technical operations for New Direction School, troubleshooting Zoom and hardware issues.
- Maintained and updated client databases using Excel and SQL-based logic to ensure 100% data accuracy.

### **Wendy's**

Philadelphia, PA

Nov 2022 – 2023

*Crew Member*

- Balanced a 20-hour work week with full-time high school coursework, demonstrating strong time management.
- Managed high-volume drive-thru operations, ensuring speed of service and order accuracy during peak hours.
- Cross-trained in multiple stations to support team needs and maintain efficiency during staff shortages.

## ACTIVITIES

**Varsity Volleyball:** 4-Year Team Member. Selected as 2-Year Team Captain; led motivation initiatives to improve retention and provided peer coaching to support skill development.