

PEDRO QUINTELA

Bloomington, IL

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EDUCATION

Illinois Wesleyan University <i>Bachelor of Science in Computer Science, Minor in Finance</i>	Bloomington, IL Aug 2025 – Present
Walter B. Saul Agricultural High School <i>High School Diploma</i> <ul style="list-style-type: none">Relevant Coursework: AP Computer Science A (Java)	Philadelphia, PA Aug 2021 – June 2025
Community College of Philadelphia <i>Dual Enrollment Coursework</i> <ul style="list-style-type: none">Completed college-level credits in Pre-Calculus II and Sociology	Philadelphia, PA 2024

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 <i>Python, Pandas</i> <ul style="list-style-type: none">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 <i>Java, OOP</i> <ul style="list-style-type: none">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 <i>SQL, Relational Databases (Self-Study)</i> <ul style="list-style-type: none">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) <i>Customer Service & Technical Support Specialist</i> <ul style="list-style-type: none">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.	Newark, NJ (Remote) 2021 – Aug 2025
Wendy's <i>Crew Member</i> <ul style="list-style-type: none">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.	Philadelphia, PA Nov 2022 – 2023

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.
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