

Diego Urquiola

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Skills & Projects

Technical Skills: Java, C++, Python, Go, HTML, CSS, MySQL, PostgreSQL

Platforms & Tools: Claude Code, Git, React Native, Microsoft Office, Figma

Soft Skills: Bilingual Communication, Customer Service, Team Collaboration, Problem Solving, Agile Teamwork

Languages: English (Fluent), Spanish (Fluent/Native)

TreveccaPedia: Go, PostgreSQL, Docker, Node

- Developed a centralized wiki platform for Trevecca Nazarene University featuring a multi-service architecture with a dedicated API layer, authentication service, and full-text search.

GoalBoard: React Native, FastAPI, Python

- Built a mobile soccer analytics dashboard integrating a third-party stats API with TTL caching and Pydantic validation, delivered across four Agile sprints.

Education

Trevecca Nazarene University

B.S in Computer Science

Nashville, TN

August 2026

Relevant Coursework: Advanced Data Structures & Algorithms, Software Architecture, Operating Systems, Database Management, Microcontrollers & Software Engineering.

Experience

T-Mobile

Murfreesboro, TN

Bilingual Mobile Expert

May 2023 – Present

- Resolved **20+** technical support issues daily involving mobile devices, network connectivity, and account systems, improving customer satisfaction and contributing **customer retention by 98%**.
- Analyzed sales and performance metrics to identify trends and improve store sales, contributing to **\$5,000+ in monthly revenue**
- Coordinated with **retail, customer care, and technical teams** to resolve complex customer issues and reduce resolution time.
- Assisted **30+ customers per day** in English and Spanish, explaining technical solutions and increasing product adoption and service upgrades.

Amazon

Mt Juliet, TN

Fulfillment Center Associate

Sep 2022 – May 2023

- Processed and scanned **150+** items per shift with high accuracy, ensuring reliable tracking within large-scale logistics systems.
- Maintained compliance with strict quality and operational procedures to minimize errors and consistently meet productivity targets.

Gordon Food Service

Murfreesboro, TN

Fulfillment Center Associate

Mar 2022 – Aug 2022

- Assisted **20–30** customers daily, providing product guidance and resolving issues to support satisfaction and repeat business.
- Used POS and inventory systems to manage transactions, returns, and product availability.