

STEVEN CARDENAS-DELGADO

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PROFESSIONAL SUMMARY

Computer Science student with eight years of professional experience, including leading a 103-associate Walmart department. Made the jump into tech after building AI-assisted reporting tools at work that cut daily reporting from hours to minutes. Now I build and run my own software: a Linux server hosting Python automation services and a trading bot I wrote. Currently working remote bilingual customer support while finishing my degree. Aiming for software engineering; reliable, quick to learn, and comfortable owning real responsibility.

EDUCATION

- A.S., Computer Science (In Progress)** | Luzerne County Community College — Scranton, PA **2025 – Present**
- Coursework: programming (Java, Python), database fundamentals, computer information systems, and computer applications with Microsoft Word, Excel, and PowerPoint
- Certificate, Automotive Technology** | Career Technology Center of Lackawanna County **2017 – 2020**
- High School Diploma** | Scranton High School — Scranton, PA **2016 – 2020**

WORK EXPERIENCE

- Bilingual Healthcare Customer Service Representative** | TTEC — Remote **August 2026 – Present**
- Answer calls from healthcare customers in Spanish and English from a home office, researching each issue and resolving it
 - Follow HIPAA privacy rules and document every customer interaction
- Digital Coach** | Walmart — Wilkes-Barre, PA **April 2025 – April 2026**
- Ran a department of 103 associates and 3 team leads in Online Grocery Pickup and Delivery; sales grew from \$16M to \$21M (31%) on my watch
 - Made staffing and coaching decisions from data insights: built AI-assisted tools that cut my leads' reporting from 2-3 hours daily to 5-10 minutes, later adopted by other stores in the market
 - Recruited, hired, and trained associates to meet staffing needs; handled performance management through documented coaching, and traveled to other stores in the market to assist with training and development
- Digital Team Lead** | Walmart — Dickson City, PA **March 2023 – April 2025**
- Frontline leader for 60 associates; trained every core process including picking, staging, and dispensing, and reported performance to store leadership
- ICQA Associate and Learning Ambassador** | Amazon — Jessup, PA **November 2021 – February 2023**
- Performed cycle counts, bin audits, and quality checks to minimize inventory discrepancies; selected as Learning Ambassador to train associates across departments
- Shift Supervisor** | CVS Pharmacy — Scranton, PA **March 2018 – November 2021**
- Led store staff when no manager was onsite: opening and closing procedures, cash deposits, escalations, and patient confidentiality under HIPAA

SKILLS

Technical: Python, Java, SQL, Bash | Git/GitHub, Linux (Ubuntu VPS), cron, SQLite, REST APIs | Microsoft 365: Word, Excel (formulas, charts, data analysis), PowerPoint, Outlook | AI-assisted development

Professional: Team Leadership (100+) | Coaching and Training | Hiring and Scheduling | Customer Service | Data Analysis | Process Improvement | Cash Handling | HIPAA Compliance

PROJECTS

- Personal Automation Platform (ClawBot)** — Python, Linux VPS, cron, REST APIs, Telegram Bot API
- Set up a self-hosted system of five scheduled Python services: college assignment syncing (Canvas ICS), a morning briefing with live weather, reminders, and task management, all delivered through a Telegram bot
 - Manage the Ubuntu server myself (SSH, cron schedules, timezone setup, log-based debugging) and have fixed live bugs, including an API User-Agent rejection
- Algorithmic Paper-Trading Bot** — Python, Alpaca API, SQLite
- Wrote an automated trading simulator that runs an SMA crossover strategy, sizes positions for risk, logs every trade to SQLite, and sends me Telegram alerts in real time
 - Runs on its own on the same VPS; built with AI-assisted tools and documented on GitHub