

LORENZO ACOSTA-SANTOS

SOFTWARE ENGINEER STUDENT

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PROFESSIONAL OVERVIEW

Driven and detail-oriented professional transitioning into software engineering, with a strong foundation in IT support, problem-solving, and customer-focused environments. Experienced in managing responsibilities efficiently, troubleshooting issues, and collaborating within teams. Currently developing skills in Java, object-oriented programming, and software development with a focus on building real-world applications

WORK EXPERIENCE

Quality Assurance Specialist

Child Care Management Services LLC | April 2024 - Present

- Review high-volume caseloads to ensure compliance with state and federal regulations
- Investigate eligibility violations, including unreported income and household changes
- Recovered \$250,000+ in subsidy funds through fraud detection and recoupment efforts
- Developed compliance guides aligned with Texas Workforce Commission (TWC) standards to improve audit readiness

Financial Specialist

Child Care Management Services LLC | July 2023 – April 2024

- Processed payments for child care providers
- Identified and resolved underpayments and overpayments through detailed financial analysis
- Maintained compliance with program guidelines
- Communicated with providers and families to resolve payment discrepancies

Maintenance Technician

United Apartment Group | May 2022 – June 2023

- Completed maintenance and repair requests, ensuring timely unit readiness
- Performed preventative maintenance to reduce equipment failure
- Coordinated with team members and contractors on property operations

EDUCATION

Associate's degree

Tarrant Community College
2024 - 2026

High School Diploma

Harry A. Burke High School
2013 - 2017

SKILLS

- Java (Currently Learning)
- Object-Oriented Programming (OOP)
- Data Analysis & Verification
- Technical Troubleshooting
- HTML & JavaScript (Basic)

PROJECTS

- **Ticket System (Java)**
- **Temperature Converter (Java)**
- **Compound Interest Calculator (Java)**
- **Dice Game (Java)**

GitHub Portfolio: github.com/acostlo1