Natalie Aponte

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Education

University of South Florida | *Bachelor of Science in Computer Science* Aug 2022 – December 2026

Experience

IT Intern | *Coca-Cola Beverages Florida* May 2026 – Present

- Developed Power BI dashboards using Snowflake, SQL, DAX, and Excel to centralize business data and improve operational visibility.
- Automated the cell phone upgrade process with Microsoft Power Automate, streamlining data validation, associate notifications, and process tracking.
- Completed UiPath Automation Developer training and applied RPA concepts to identify and design workflow automation opportunities.
- Developed JavaScript and CSS enhancements for the BigCommerce Associate Store, implementing business rules and improving ordering workflows.
- Gathered requirements, mapped business processes, and partnered with stakeholders to translate operational needs into technology solutions.

Technical Specialist | *Apple* Aug 2024 – May 2026

- Provided personalized technical support for Apple hardware and software, resolving customer issues efficiently.
- Educated customers on Apple products, services, and repair processes; delivered one-on-one training in applications including photo, video, and music.
- Built and restored customer relationships through empathetic, clear, and approachable service.
- Collaborated with team members and leaders to identify recurring issues, improve processes, and enhance overall customer experience.

Undergraduate Research Assistant | *University of South Florida* Aug 2023 – Dec 2023

- Contributed to research on children's perceptions of "smart" technologies by reviewing study video recordings and coding responses into thematic categories.
- Co-authored a published research paper.

Coding Instructor | *Code Ninjas* Jan 2024 – Aug 2024

- Taught fundamental programming concepts through hands-on lessons, adapting instruction for varied skill levels.
- Mentored students to develop problem-solving skills, creativity, and confidence; provided individualized feedback on projects.

Projects

Plant Monitoring & Smart Watering System

- Designed an IoT-based system using Raspberry Pi and Arduino to collect soil moisture data and automate watering.
- Integrated sensors, logged data, and prepared datasets for machine learning model predictions.
- Developed a Flask-based web dashboard with real-time monitoring and push notifications.

Personal Portfolio Website

- Built a responsive, interactive portfolio using HTML, CSS, and JavaScript, showcasing projects and skills.
- Implemented dynamic features including theme toggle, mobile navigation, and interactive cards.
- Optimized for accessibility, responsiveness, and user engagement with animations and interactive UI elements.

Technical Skills

Data & BI: Power BI, SQL, Snowflake, DAX, Excel, Data Modeling **Automation:** Power Automate, UiPath, RPA, Process Mapping **Development:** JavaScript, HTML/CSS, Python, REST APIs, BigCommerce