

Frank Valdez

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Summary

Software and data candidate with a B.S. in Computer & Information Sciences and hands-on work across production support, automation, SQL workflows, dashboards, APIs, and user-facing systems. Strong in Python, TypeScript, SQL, GitHub Actions, REST APIs, debugging, documentation, and turning operational problems into working tools.

Technical Skills

Languages	Python, TypeScript, JavaScript, SQL, C#, Java, C++, Bash, PowerShell
Backend	FastAPI, Pydantic, SQLAlchemy, REST APIs, service integrations, OpenAPI client tooling
Frontend	React, Vite, Next.js, HTML, CSS, GitHub Pages, WordPress automation
Data/DB	SQL Server, SSMS, SQLite, PostgreSQL, pandas, NumPy, scikit-learn, reconciliation checks
Automation	GitHub Actions CI/CD, GitHub CLI, shell scripting, Playwright, scheduled pipelines

Experience

Gala Fresh Farms Supermarkets New York, NY
IT Operations Manager Nov. 2025 – Present

- Support legacy LOC SMS POS and back-office systems across 2 store locations, resolving database, workflow, payment, and user-reported production issues.
- Build dashboards and WordPress automation for batch monitoring, weekly circular publishing, and local-to-live store workflows.
- Translate ambiguous operational issues into documented fixes, validation checks, and user-facing guidance that keeps store work moving.

Wells Fargo (Contract) Des Moines, IA
IT Operations Analyst Jun. 2023 – Jul. 2023

- Validated provisioning workflows for 600 weekly shipments against 48-hour SLA and zero-defect standards.

LCS (Contract) Des Moines, IA
Desktop Support Specialist Dec. 2022 – Mar. 2023

- Supported migration of 22,000 employee profiles into Okta and resolved 70 daily access, login, and escalation requests.

John Deere (Contract) Des Moines, IA
Traveling Infrastructure Engineer Jun. 2022 – Dec. 2022

- Served as frontline infrastructure contact across 3 enterprise environments, documenting issues and coordinating fixes.

Earlier IT Support 2014 – 2022
Help Desk, Account Management & IT Support Wright Service Corp help desk support; Edge Realty Group account management and IT support across remote desktop, file server, and onboarding workflows.

Projects

Marchetti's Apartment frankstop.github.io/marchettis-apartment
• Built a deployed static apartment-search app using client-side JavaScript, Leaflet maps, Chart.js visuals, local modules, and GitHub Pages hosting.

JobBoard frankstop.github.io/JobBoard
• Built a Python job board that refreshes daily from official company career feeds and publishes a searchable GitHub Pages dashboard.

KingKullenResearch frankstop.github.io/KingKullenResearch
• Built a weekly Python pricing pipeline from Freshop API data, adding price tracking, reconciliation checks, predictive modeling, and GitHub Pages reporting.

Education

SUNY Old Westbury Jan. 2024 – Aug. 2025
B.S. Computer & Information Sciences, GPA 3.85; Dean's List; Coding Club Re-Founder; FastAPI capstone

Nassau Community College 2015 – 2017
Associate of Science (A.S.)

Certifications: Google UX Design Certificate; Google IT Support Certificate

Additional Qualifications

Production support; written documentation; issue tracking; remote collaboration; user support; telework-ready home setup