Karolayne Gaona Chong

+507 66069037 | karolgaonachong@gmail.com | Panama City, Panama | [LinkedIn](#)

SKILLS

- Programming Languages: Python, HTML, Java, C
- Software & Systems: Microsoft Office 365

EDUCATION

Bachelors of Arts | Computer Science; Earth & Environmental Science *@Earlham College, Richmond, IN*   May 2024
Honors: College and Departmental
Awards: William Roha Computer Science Endowed Award Spring 2024

High School Diploma | International Baccalaureate *@UWC-USA, Montezuma, NM*   June 2020

CERTIFICATIONS

Entrepreneurial Leadership Boot Camp *@Earlham College*   August 2023

Google IT Support Professional Certificate *@Coursera*   May 2023

RELEVANT WORK EXPERIENCE

Technology Coach Volunteer *@Search & Care, Manhattan, NY*   September 2024 - Present
- Develop and update reports using Excel, providing insights to improve service efficiency.
- Create technical documentation to streamline troubleshooting and onboarding processes.
- Work with clients and non-technical users to meet their needs with effective communication and technical solutions.

Back-end Developer Intern *@Home(r)Bee, Prague, Czech Republic*   June - August 2023
- Collaborated on backend infrastructure development and troubleshooted API issues to ensure smooth operations.
- Documented deployment procedures and managed version control through Git for efficient code updates.
- Worked with developers to support SaaS integration, gaining experience in collaborative problem-solving.

Student Career Coach *@Earlham College*   September 2023 - May 2024
- Meet one-on-one with students to determine academic and career goals in a college with a student body of about 600 students.
- Screen and assist students in applying for internships, apprenticeships, and work-based learning opportunities in their area.
- Conduct research in the job/internship market to provide students with as up-to-date as possible information regarding applications.

Student Worker at Mailroom *@Earlham College*   September 2021 - May 2024
- Provided technical support for configuring, maintaining, and troubleshooting hardware (PCs, printers, sign pads) and mailroom tracking software.
- Delivered excellent customer service by providing clear, calm, and professional support during technical incidents, and resolving conflicts effectively in fast environments to more than 600 students, faculty, and staff.

RELEVANT RESEARCH EXPERIENCE

Dog Breed Classification Using Machine Learning *@Earlham College*   August 2023 - May 2024
- Built and trained a deep learning model for image classification using TensorFlow/Keras. Achieved significant overfitting reduction through data augmentation.
- Employed various techniques to address overfitting, including data augmentation and regularization methods.
- Owned all aspects of the project, from model development and training to data preparation and optimization.

Artificial Intelligence Planning Algorithms & Applications: research course *@Earlham College*   August - December 2023
- Applying heuristic search planning algorithms to applications, including translation, optical character recognition, and selecting structures for neural networks.
- Interpreting complex academic texts, critically assessing the quality and relevance of scholarly literature, and extracting valuable insights to inform research goals.
- Implementing, adapting, and evaluating modern planning algorithms on real-world applications and documenting the results and any innovative approaches that emerge during the research process.

3D mapping to discover fossils buried in the Mojave Desert *@Earlham College*   May - June 2022
- Used mapping tools like drones and 3D mapping software to discover and document fossils hidden in the desert. This required knowledge of Geographic Information Systems (GIS) and remote sensing.
- Carried out fieldwork in desert areas to physically find and gather fossils. This involved careful planning, surveying, navigating in remote places, and using specialized equipment.

Analyzing and Visualizing Data: class project *@Earlham College*   January - May 2023
- Extracted relevant information from data sets and created meaningful visualizations using libraries such as matplotlib.
- Created tables, imported data, and organized it effectively within the database. I gained proficiency in using SQL queries to retrieve and manipulate data, ensuring efficient visualization processing.
- Identified patterns, trends, and correlations within the dataset. Practiced understanding of the dataset's characteristics and made informed conclusions about the data's implications.