

ROBERTO E. SANCHEZ MOLINA

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Education

B.S. Software Engineering
Brigham Young University - Idaho

- Emphasis in Software Design.

Anticipated: July 2026
Rexburg, Idaho

Certifications

- CompTIA Security+.
- AWS Certified Cloud Practitioner.
- BYU-Idaho Computer Programming Certificate.

Professional Experience

AI Automation Developer November 2025 - January 2026
Brigham Young University-Idaho Rexburg, ID

- Developed AI-powered chatbot applications for web and mobile platforms leveraging OpenAI's SDK and React TypeScript, implementing natural language processing capabilities and context-aware conversational interfaces boosted user engagement and automated customer support workflows.
- Built interactive frontend dashboards with React TypeScript integrating real-time AI insights and data visualizations, achieving intuitive user interfaces simplified decision-making processes and revamped operational visibility across enterprise applications.
- Architected automated backend workflows using n8n to orchestrate AI model integrations, API communications, and data pipeline processes, decreasing manual operations and enabling seamless connectivity between OpenAI services, frontend applications, and backend systems.

Application Systems Engineer April 2024 - November 2025
Brigham Young University-Idaho Rexburg, ID

- Managed enterprise-scale system administration and software deployment for 4,800+ devices via Microsoft Configuration Manager (Windows) and Jamf Pro (macOS), ensuring seamless operations across heterogeneous environments.
- Performed endpoint security diagnostics and threat mitigation across Windows and macOS environments using CrowdStrike Falcon, ensuring system integrity and rapid incident response.
- Engineered automation scripts and tools using Python, Bash, PowerShell, and Batch to streamline IT operations, reducing manual tasks and improving deployment efficiency.

Full-stack Developer Intern September 2024 - December 2024
Brigham Young University-Idaho Rexburg, ID

- Partnered with cross-functional engineering teams to design and implement software solutions, improving user satisfaction and reducing system issues through collaborative problem-solving.
- Built full-stack web applications with focus on UI/UX design leveraging React.js, Node.js, JavaScript, TypeScript, MongoDB, and Python (Streamlit), delivering intuitive user interfaces and scalable backend solutions.

IT Service Desk Assistant Operation Supervisor December 2023 - April 2024
Brigham Young University-Idaho Rexburg, ID

- Led cross-functional teams of 20+ personnel to optimize IT service delivery, increasing customer satisfaction and streamlining ITSM processes through effective resource allocation and performance management.
- Designed and delivered customer service training programs for 20+ IT staff and leadership, enhancing technical support skills and standardizing service delivery best practices.

IT Service Desk Shift Lead August 2022 - December 2023
Brigham Young University-Idaho Rexburg, ID

- Supervised team of 12+ technical analysts to achieve high-quality customer support solutions, ensuring timely issue resolution and end-user satisfaction across IT service operations.

- Conducted regular one-on-one performance reviews with team members, performing personalized coaching to drive professional development, enhance key performance metrics, and support career advancement.

IT Service Desk Analyst
Brigham Young University-Idaho

April 2021 - August 2022
Rexburg, ID

- Delivered exceptional customer support across 1,500+ phone and chat interactions, resolving technical issues while maintaining high customer satisfaction and service quality standards.
- Constructed a comprehensive foundation in IT and gained troubleshooting skills.

Areas Of Expertise

- Programming Languages: Python, Javascript, Typescript, SQL, Bash, Powershell.
- Frameworks/Libraries: React.js, Next.js, FastAPI, LangChain.
- Technologies: n8n, Microsoft Endpoint Configuration Manager, Jamf Pro, Falcon CrowdStrike.

Additional Information

- Mike Miller | Application Systems Engineer (millermike@byui.edu).
- Ron Vallejo | AI Engineer (208) 496-9002.
- Mary Jo Huntsman | IT Service Desk Manger (208) 496-7023.