

# Matthew I. Banda

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## EDUCATION

### Austin Community College — B.S. Computer Science

Austin, TX · Expected May 2027

**Relevant Coursework:** Introduction to Computer Science, Elementary Statistics

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## TECHNICAL SKILLS

**Languages:** Python, JavaScript, Java, HTML/CSS, CSS

**Frameworks & Libraries:** FastAPI, SQLAlchemy, Pydantic, React, Node.js

**AI / APIs:** OpenAI API (agentic tool-calling), LLM workflows, REST API design

**DevOps & Testing:** Docker, GitHub Actions (CI/CD), pytest, Git, GitHub

**Databases:** SQLite, PostgreSQL

**Dev Tools:** VS Code, Excel, Linux CLI

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## EXPERIENCE

### Freelance Web Developer — Superior Contracting LLC

Cedar Park, TX · 2025

- Worked directly with the business owner through the full project lifecycle — gathered requirements, proposed a site structure, and delivered a production-ready multi-page website from scratch.
- Built all pages (Home, About, Services, Project Gallery, Contact) using HTML, CSS, and JavaScript with a fully responsive layout optimized for mobile and desktop.
- Implemented lead-capture contact forms, SEO meta tags, and a before/after photo gallery to drive customer engagement and local search visibility.
- Iterated on design and content through ongoing client feedback sessions, resulting in a completed site the client accepted and purchased.

### Computer Technician Intern — Leander ISD

Leander, TX · Sep 2020 - May 2021

- Diagnosed and repaired hardware failures on 50+ school-issued laptops including screen replacements, keyboard swaps, and trackpad repairs — restoring full functionality on a tight turnaround.
- Executed OS and software updates across a large device fleet to maintain security compliance and system performance standards.
- Coordinated and completed end-of-year device collection and inventory for the entire campus with zero reported discrepancies.

### Front Desk Associate — Aloft Hotels (Marriott)

Cedar Park, TX · Jan 2024 - Oct 2024

- Managed check-in and check-out workflows for 100+ daily guests, maintaining accuracy and a welcoming experience under high volume.
- Triageed and resolved real-time guest service requests via the Marriott app, consistently meeting response time targets and satisfaction benchmarks.

### Customer Service Associate — The Home Depot

Cedar Park, TX · Jan - Dec 2025

- Processed complex multi-item phone orders with precision, managing high call volumes while maintaining order accuracy.
- De-escalated customer complaints and resolved order issues independently, reducing repeat contacts and preserving customer loyalty.

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## PROJECTS

### AI Incident Triage Service

2026

- Designed and built a production-grade backend AI service in Python (FastAPI) that ingests IT incident records via CSV upload or REST API and automatically triages them using an agentic OpenAI tool-calling workflow.
- Each incident flows through an LLM agent that classifies severity, scores urgency, retrieves similar historical incidents for context, flags missing data fields, and outputs structured remediation recommendations — all returned as validated JSON via Pydantic schemas and persisted with SQLAlchemy.
- Architected triage as an async background task to keep upload endpoints non-blocking; built a complementary rules-based gap-detection engine for deterministic pre-checks before LLM invocation.
- Wrote a full pytest suite covering unit and integration tests, containerized the service with Docker, and configured a GitHub Actions CI pipeline for automated test runs on every push.