

Edward Avancena

Mission Hills, CA | avancena70edward@gmail.com | (818) 571-6695

EXPERIENCE

Founder & Owner

D&E Detailing LLC — Mission Hills, CA

February 2024 – March 2026

- Managed daily operations, customer appointments, pricing, and service delivery
- Ensured the company provided interior and exterior detailing services while maintaining high standards for quality and customer satisfaction.
- Communicated with customers, prepared service estimates, scheduled appointments, and developed relationships with repeat clients.
- Managed business expenses, payments, supplies, equipment, and revenue records to support efficient operations.
- Coordinated and supervised additional workers when needed to complete appointments and meet customer demand.

Store Associate / Online Order Fulfillment

Walmart — Porter Ranch, CA

August 2025 – March 2026

- Managed online order fulfillment by picking, staging, and preparing customer orders in a fast-paced retail environment.
- Maintained order accuracy and efficiency while ensuring customer orders were completed within required deadlines.
- Conducted quality checks on perishable goods and merchandise to verify freshness, condition, and accuracy.
- Organized backroom order staging areas to support workflow, reduce delays, and improve fulfillment efficiency.
- Collaborated with team members to support daily e-commerce operations and customer satisfaction.

Recreation Assistant / Summer Camp Counselor

City of Los Angeles, Dept. of Recreation & Parks — Sun Valley, CA

May 2025 – August 2025

- Supervised and monitored children in a summer camp program to maintain safety, structure, and positive participation.
- Assisted with planning, organizing, and leading recreational games and activities for camp participants.
- Enforced program rules and followed reporting procedures for behavioral concerns or safety issues.
- Collaborated with fellow counselors and supervisors to manage daily activities and support smooth camp operations.

- Communicated concerns to supervisors to ensure proper follow-up with parents or guardians when necessary.

TECHNICAL SKILLS

Python | Google Sheets | Data Entry | SQL | Tableau | Power BI | C++ | JavaScript | LLM APIs | JSON | Testing/Debugging

PROJECTS

Investment Trade Analytics Platform

- Developing a financial analytics application that integrates brokerage data from Robinhood through the SnapTrade API to retrieve and process investment transactions.
- Designed automated workflows to organize individual trades, calculate realized gains and losses, and aggregate portfolio performance across monthly, annual, and historical periods.
- Integrated external APIs and brokerage data into a simplified application interface designed to provide centralized trade-performance analytics.
- Developed and tested application functionality using an AI-assisted software development workflow with Codex.

AI IT Help-Desk Incident Triage Agent

- Developed an AI-assisted IT help-desk system that analyzes support tickets and classifies incidents by issue type, severity, and priority.
- Built structured triage workflows that generate incident summaries, recommend the appropriate support team, and provide suggested troubleshooting or escalation steps.
- Designed the system to identify common IT and security incidents, including authentication problems, network issues, application failures, phishing, suspicious activity, and potential account compromise.
- Implemented structured AI responses so classifications and recommendations follow a consistent format instead of relying on unrestricted model output.
- Deployed the application using Cloudflare infrastructure, gaining hands-on experience with cloud-hosted application development and serverless deployment workflows.
- Combined AI integration, cloud deployment, IT incident management, cybersecurity awareness, and software testing in a functional portfolio project.

EDUCATION

Los Angeles Pierce College — Woodland Hills, CA
Business Administration/Analytics Major

- Relevant Coursework: Statistics, Financial Accounting, Managerial Accounting, Economics, Calculus, and Computer Programming

Bishop Alemany High School — Mission Hills, CA

High School Diploma

Graduated June 2024