

MARIO MEDEL

Winston-Salem, NC | 336-986-8137 |
mariom3del@gmail.com | Technology Consultant

OBJECTIVE

Process-oriented problem-solver comfortable switching between architecture, design, and implementation. Comfortable working in teams or in a self-directed environment. I aspire to work with cutting-edge technology.

EDUCATION

- **North Carolina State University**
 - College of Engineering (Computer Science)
 - Fall 2021 - Spring 2023
- **Forsyth Technical Community College**
 - Associate in Engineering (awarded Spring '21)
 - 3.95 graduation gpa
 - awarded president's list for three semesters (4.0 gpa per semester)
 - awarded dean's list for one semester (3.9 gpa for one semester)

EXPERIENCE

Tech & Professional Development Internship - 05/2021 to 06/2021

Red Ventures (Road to Hire) - Rock Hill, SC

- Developing Communication skills in a professional environment
- Developing coding skills in Python, HTML, and CSS through individual and group projects/assignments.
- Learning about soft skills such as proper dress etiquette in the professional world
- Gaining experience on time management skills.
- Individual commitment to online lessons to ensure full content retention
- Used research skills in finding solutions for coding errors

Advanced Repair Agent - 04/2021 to current

Brainiac PC - Winston-Salem, NC

- Responsible for the full tech repair from check-in with clients to check-out
- Consulted and advised clients on tailored technology solutions to fulfill business and client demand.
- Individual planning to ensure meeting client expectations.
- Specializing in screen repairs for laptops, virus removal for any device, and the diagnostic process.
- Responsible for meeting with clients and building websites based on their request

Geek Squad Consultation Agent - 01/2020 to 02/2021

Best Buy - Winston-Salem, NC

- Monitored multiple databases to keep track of all company inventory.
- Consulted and advised clients on tailored technology solutions to fulfill business and client demand.
- Continued self-education and training to keep up with industry trends.
- Strategized with team members to determine the scope of projects.
- Maintained composure in the face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Apple macOS Certified Technician
- Apple iOS Certified Technician

Landscape Designer - 05/2019 to 12/2019

Let It Grow Landscaping - Winston-Salem, NC

- Led special projects to rehabilitate sites, improving urban areas and homes.
- Located high-quality supplies and plants for customer installations
- Used special computer simulations to determine potential designs.
- Presented landscaping solutions to the boss and clients.

Warehouse Worker - 05/2018 to 01/2019

Four-way Warehouse - Kernersville, NC

- Used SQL to determine current available goods and inventory.
- Identified defective, lost, or missing merchandise and promptly reported issues to the supervisor.
- helped to train new employees in proper use of RF scanners.

SKILLS

- Proficient in Java programming language (certification available and college course transcript available)
- Proficient in HTML/CSS
- Proficient in JavaScript
- Proficient in AJAX
- Proficient in XML/CSS
- Proficient in Node.JS
- Manipulation of packages using Node Package Manager
- Web Design Certification (teamTreeHouse for HTML/CSS, JS, Node Package manager, and XML)
- Proficient in Python
- Able to use version control systems for collaboration (Git/GitHub)
- Analytical

References available upon request.