Ayden Cabral

209-640-3911 • Tracy, CA • Aycab159@protonmail.com
https://www.linkedin.com/in/ayden-cabral-ba0103217

WORK EXPERIENCE

Information Technology Support Specialist   August 2022 - May 2023 | January 2024 – Jun 2024, **1 Year 4 Months**
University of the Pacific: Eberhardt School of Business | Stockton, CA

Provide customer support to faculty, staff and students through the support of hardware, software and networking of desktops, laptops, and other mobile devices. While documenting all service requests and escalating, updating, or closing tickets as needed through ServiceNow.

Key Accomplishments:
- Organized streaming hardware and software for medium to large conferences and presentations.
- Managed and maintained departmental devices, including a gaming computer lab, and organized esports tournaments with over 25 participants.

Technology Architecture Analyst   May 2023 – December 2023 | October 2024 – May 2025, **1 Year 4 Months**
Accenture | Sacramento, CA

Successfully delivered technology architecture solutions for high-profile clients utilizing Scrum, resulting in improved results. Acted as a liaison between technical and non-technical stakeholders, translating business requirements into technical specifications and ensuring seamless communication throughout project life cycles. Primarily used Jira, Salesforce, Locana, qTest and Microsoft Office.

Key Accomplishments:
- Developed detailed technology architecture blueprints, roadmaps, and documentation to guide clients in their digital transformation journey.
- Played a key role in the programs UAT for numerous sprints, collaborating with others to write, review, and test scripts while documenting and reporting bugs and defects.

EDUCATION

University of Texas in Austin | Master of Science in Computer Science | January 2025 - Expected 2027
- GPA: 4.0

University of the Pacific | Bachelor of Science in Computer Science | May 2022 - May 2024
- GPA: 3.74
- Dean's Honor Roll: All Semesters Active
- Member of Iota Eta chapter of Theta Chi Fraternity and SUCCESS TRIO Program

Las Positas College | General Education | May 2020 - May 2022
- GPA: 3.60
- Dean's List Fall 2021 & Spring 2022

CERTIFICATIONS

CompTIA Security+
- January 2023

CompTIA Network+
- July 2022

CompTIA A+
- February 2022

SKILLS

- Google Workspace / Microsoft Office
- Windows OS
- Jira / qTest

- Acquainted with Python and HTML/CSS
- Familiar with C++, Java
- Beginner in Linux