**Bernard Calma**

Lancaster, CA (Open to relocation) | 323-818-8962 | [nard.calma@gmail.com](mailto:nard.clama@gmail.com) | [LinkedIn](https://www.linkedin.com/in/bernard-calma/) |  [GitHub](https://github.com/bernard-calma)

**SOFTWARE ENGINEER**

Highly motivated technology professional with more than 6 years of experience in tech. Completing hardware troubleshooting, analysis and advance resolution procedures. Skilled in Six Sigma, Cloud Computing, Team/Project Management and Automation.

**TECHNICAL & INTERPERSONAL SKILLS**

**Languages:** Python, JavaScript, C++, VB, HTML, CSS, SQL, Mongo, JSON, Typescript, EJS, DTL

**Libraries and Frameworks:** React, Express.js, Django, Flask, Jquery, Bootstrap, Semantic UI, Bulma, VanillaJS

**Databases and other:** PostgreSQL, MongoDB, RESTful Routing, JSON API, .NET,

**Skills:** Team Player, Critical Thinking, Time Management, Analytical and Troubleshooting Skills, Exceptional verbal and written communication skills

**TECHNICAL PROJECTS**

**One Stop Tool – Lean Six Sigma Green Belt | Windows .exe - AutoIT | HTML | CSS | Javascript**

*This app automates to run multiple tools at the same time with just a button and show results in one window, provide articles and troubleshooting steps.*

* Improved consultants, support and leads on handling issue/s by half and improved the account’s service level more than 5%.
* Assembled contact drivers to determine the best resolution and information needed to be displayed that provide faster troubleshooting and resolution for the customer.
* Facilitated training and user tests to monitor and discover issues and improvements for better and accurate results.

**EXPERIENCE**

**CompuCom** *Southern California* **IT Field Service Technician** 05*/2021 - Present*

* Manage preventive maintenance and incidents with little to no supervision for multiple stores. Travel across the region and determine the best route to cover all assigned stores and issues the most efficient way.
* Inspect and troubleshoot cash registers and peripherals, terminals, printers, phone, network equipment.
* Assist the regional lead on training the new technicians and provide emergency services to store with critical issue/s.

**Turner Techtronics** *Burbank, CA* **Domain Migration Technician** *11/2020 - 04/2021*

* Handled the migration of all client’s company owned equipment to their new domain.
* Reached out to employees to set up a remote appointment to schedule the migration of their machine/s.
* Remote into client’s mac/windows to install required applications and files to run scripts that moves the machine/s and user’s profile to the new domain.
* Troubleshoot and fix any pre and post migration issue to make sure that all files and applications that the client uses are all working and error free.

**Sutherland Global Services** *Taguig, Philippines* **Consultant/SME/Associate Lead Programmer** *03/2014 - 02/2018*

* Provided support and management to different teams and projects to improve service level for different accounts.
* Supervised meetings/huddles with different teams to provide action plans and coachings to improve the team's stats.
* Collaborated with upper management and other departments to analyze data and process quality to make sure it meets the client’s requirements and exceeds expectations.
* Handled customer’s issues and concerns regarding their Internet, Analog/Digital Phone and TV and provided troubleshooting steps to resolve any issue.

**EDUCATION**

**General Assembly** *Lancaster,CA* Software Engineer Immersive *Expected Completion: 11/2022*

**Arizona State University** *Arizona* Graphic Information Technology(BS) *Expected Completion: 11/2026*

**STI College** *Cavite, Philippines* Associate in Computer Technology *04/2014*

**CERTIFICATES**

**COMPTIA A+ Cloud Computing Basic Design and Algorithm Analysis**

CompTIA University of Perpetual Help University of Perpetual Help