

# ACELIA CASTANEDA

IT/ Helpdesk Intern

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## PROFESSIONAL PROFILE

IT intern with 2+ years' experience at an educational-tech start up. Avid user of LINUX, Windows and iOS due to my current work experience. Detailed knowledge of Microsoft Office 365. I am known for being a self-starter and having an efficient work ethic. From administrating to teaching concepts like networks and object-oriented languages, I am a well-rounded applicant.

## KEY SKILLS

- Extensive knowledge of Microsoft Office 365
- Troubleshooting & debugging experience
- Experience with Linux/UNIX
- 5+ years' experience in customer service
- Extensive knowledge of Windows and iOS
- Experienced problem solver
- 5+ years leadership experience

## PROFESSIONAL EXPERIENCE

### **MAY 2016 - PRESENT**

#### **CODE COACH, THE CODER SCHOOL**

SAN MATEO, CA

As a code coach I present complex topics ranging from databases/ networks to programming fundamentals like classes, methods and libraries to kids and non-technical parents alike in a comprehensible manner. As a coach, I am troubleshooting and producing code daily. TCS was a 1-year old startup when I was hired, so, I took it upon myself to create a custom curriculum using Microsoft docs for present and future students, as well as instructors. Using PowerPoint, I've created lessons our CEO uses as franchisee learning material to this day.

### **JAN 2017 – AUGUST 2018**

#### **CODE COORDINATOR, THE CODER SCHOOL**

Coordinating tasks included daily status documentation for my manager. Constant communication with clients regarding billing and scheduling via phone, in-person and most often through an online CRM software, Zoho. I became adept in Excel in this position as our cancellations and hours were added to a sheet daily using templates and formulas. My first year as a coordinator there was no official job description, so I took the initiative to create detailed, training material for myself to assure I was completing my daily tasks and requests from both my manger and clients.

## EDUCATION

### **IN PROGRESS**

#### **B.S. IN COMPUTER SCIENCE, Cal State University East Bay, Junior**

My most recent completed courses include; LINUX/UNIX, Intro to Databases and Networking, Data Structures and JavaScript/JQUERY programming.

### ACTIVITIES & PERSONAL INTERESTS

I am passionate advocate for education, especially for those who like myself have little to no resources in education and career. I am an ambassador for a non-profit called TECHNOLOchicas, whose campaign is to encourage the next generation of Latinas to pursue STEM fields. I also volunteer with INGITE (Inspiring Girls Now in Technology Evolution). With IGNITE, we go to local high school and middle schools and host free coding and robotic workshops to encourage young women to get excited about tech.