

## **SUMMARY OF EXPERTISE**

Highly skilled, enthusiastic and results-oriented Computer Science graduate (pending) with experience in contemporary software development and in successfully managing all aspects of direct customer interactions in multiple professional settings

## **PROFESSIONAL EXPERIENCE**

### **SAN DIEGO STATE UNIVERSITY (SDSU) Network Technician**

San Diego, CA  
April 2018 – Current

- Enthusiastically and effectively share responsibility for the management, handling, maintenance and installation of thousands of network hardware components deployed across the expansive SDSU community that includes over 100 buildings, covering 17+ acres and approximately 40,000 daily users
- Very adept at listening to/interacting with all types of customers (students, faculty, administration, etc.); always intending to facilitate swift resolution to networking issues with unrelenting focus on delivering 100% customer satisfaction
- Proudly serving on team that is delivering to sustained network availability/uptime targets in excess of 95% 24/7; enabling no disruption to the millions of SDSU-wide academic, student, general business, communications and financial transactions that occur daily across the network
- Routinely relied upon to help manage daily operations activities to include management of expensive hardware inventory (switches, access points, firewalls, enterprise-class routers, etc.) and technician scheduling
- Equally effective when working as an independent contributor or as part of a team in the execution of certain projects and/or day-to-day operating activities
- Skilled in managing the diverse demands of my position, meeting aggressive daily deadlines as well as working within a multi-level management structure

### **VISCOSITY FINANCIAL Full-Stack Software Engineer**

San Diego, CA  
May 2018 – Current

- Successfully serve as the innovator and lead programmer of a proprietary business-to-business and customer-facing web application for comprehensive life insurance and investment services company
- Innovating to deliver a competitively differentiating application designed to enable a near real-time side-by-side price/coverage comparison for life insurance options; delivering targeting information prioritized/determined by potential buyer specified criterion
- Focused on ensuring this customized offering is designed to deliver an exceptional customer experience that they will want to repeat or refer to others
- Enthusiastically contributing to the financial growth of the organization as the output of proprietary tool is to be monetized by the company as referrals/lead qualification listings to the insurance broker community
- Effectively collaborate with CEO to achieve deliverables
- In this role, I have developed front-end and back-end systems using full stack of technologies to include Java™, React/JS, SQL and NoSQL databases, and tools like Heroku and AWS
- Successfully developing current website [www.viscosity.us](http://www.viscosity.us)

- Successfully interned for fast growing comprehensive retirement and wealth management company servicing major Bay-area customers such as Lyft, Tesla, Dropbox, etc.
- Responsibilities included collaborating with over 65 colleagues to ensure optimized workflow, communications and the active on-going enhancements to same

## **EDUCATION**

SAN DIEGO STATE UNIVERSITY  
**Bachelor of Science (BS), Computer Science**  
May 2019

Coursework: Intermediate Java, C/C++, Assembly Language, Data Structures/Algorithms, Operating Systems, Systems Programming, Machine Architecture, Python

WOODSIDE HIGH SCHOOL  
Honor Roll Graduate  
June 2016

References Available Upon Request