

Miguel Bazan

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EDUCATION

Bachelor of Science in Computer Science, Expected December 2022

GPA: 3.51/4.0

California State University, East Bay

Associates in Arts Degree in Math and Science, May 2020

GPA: 3.52/4.0

Los Medanos College

SKILLS AND CERTIFICATES

- Excellent communication and customer service skills
- Remarkable analytic, problem-solving, and critical thinking skills
- Dependable
- Responsible
- Quick learner
- Fluent in Spanish and English
- Great time management and organizational skills
- Programming/Software/Operating Systems: C++, Java, Python, MySQL, Microsoft Office, Windows, MacOS, Unix, Linux
- Web Development: Javascript, CSS, HTML5, JSON, PHP
- Google IT Support Professional Certificate (In Progress)

EXPERIENCE

Republic Flooring

Information Technology Specialist

Antioch, CA

8/21 - Present

- Offer technical support to company staff and troubleshoot computer problems
- Install and update company software/hardware as needed
- Forecast and report the cost of replacing and updating computer items

Pizza Hut

Customer Service Representative

Antioch, CA

10/20 - Present

- Provide friendly and helpful service to all customers
- Communicate with customers through various channels
- Acknowledge and resolve customer complaints
- Keep records of customer interactions, transactions, and complaints

Mt. Diablo Unified School District

Special Education Assistant

Concord, CA

8/18 - 6/20

- Assisted students with disabilities to achieve established goals, following oral and written directions.
- Observed and recorded student progress based on their IEP's

- Established and maintained cooperative working relationships with school staff and students
- Provided assistance to the office staff by sorting mail, answering phone calls, responding to emails and performing other duties as assigned