Harold Pedroso

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**Desktop Support Specialist**

A recent graduate with a Bachelor of Science degree in Computer Science from San Francisco State University, poised to succeed in a new entry-level role as a Desktop Support Specialist. Skilled in maintaining hardware and software systems; installing/configuring new programs; managing updates; and provide technical support.

**TECHNICAL COMPETENCIES**

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| **Languages:** | C, C++, PHP, JavaScript, CSS, Java, HTML, Python, Ruby on Rails, Ruby, Node, Linux Scripting, Adobe Creative Cloud (XD), Figma |
| **Libraries/Frameworks:** | Flask, Jinja, Node.js, Django, Bootstrap |
| **Deployments Tools:** | Dockers, AWS, GitHub, Heroku |
| **Operating Systems:** | Windows, Linux, Mac OS, Ubuntu Server, Windows Server, VirtualBox |
| **Database Systems:** | MySQL Workbench, Relational Databases, PostgreSQL, SQL Lite and MongoDB |
| **Project Management Tools:** | Slack, GitHub, LinkedIn |

**SELECTED PROJECTS**

* **Blog App (Python Django)**, 06/2019

Created the app completely on Python Django and deployed it using a Heroku server and Progress SQL lite for the database; implemented a database schema and a user avatar feature for user profiles.

* **GatorRent** (Python, SQL, HTML Jinja, JavaScript), 06/2019

Responded to appropriate requests for hosting web content to multiple clients. Instituted a client authentication system using a cryptographic hash function, bcrypt.

* **Renmo App** (Front-end part of the app), 09/2019

Created a restaurant app that enabled customers to split bills between diners by taking screenshots of the receipt. Also, it allows diners to settle bills and check balances.

* **Tank Game** (Java), 07/2018

A 2D game that was developed using Java that pitted two player-controlled tanks against each other; included a small variety of power-ups and obstacles.

* **Super Rainbow Reef** (Java); **Twittter2** (Twitter Clone) (Ruby); Finance Tracker app (Ruby, Ruby on Rails, HTML, JavaScript, PostgreSQL), 05/2020

**WORK EXPERIENCE**

**CASHIER | TJ Maxx,** Alameda, CA **08/2009 - Current**

* As a Cashier and Sales Associate, consistently provide outstanding customer service and provide customers with the assistance they need. Also, process cash and other transactions with exceptional accuracy.
* Significantly increases sales and productivity levels for three consecutive years from 2015 to 2018.

**NOTETAKER (P/T) | StudySoup, Inc.,** San Francisco, CA **01/2017 – 09/2018**

* Recorded notes as a study guide for other students and organized them in an easily understood format; notes were recorded to help students achieve higher grades and stand a better chance of passing classes like Physics and Data Structures.
* Provided necessary customer assistance for those needing assistance in gaining access to study notes through the StudySoup website or via email.

**EDUCATION & CERTIFICATIONS**

**Bachelor of Science, Computer Science** | San Francisco State University, 2020

*Relevant Coursework: Data Structures, Discrete Math, Database Systems, Programming Methodology, Software Development, Programming Languages, Human Computer Interaction, System Administration, Analysis of Algorithms, Operating Systems, Computer Organization, Software Engineer, Machine Structures*

**Associate of Arts, Computer Information System** | College of Alameda, 2015

**The Complete Ruby on Rails Developer Course**

**Django 2.2 & Python: The Ultimate Web Development Bootcamp**

**AFFILIATIONS**

Association for Computing Machinery (ACM), Fall 2016 - Spring 2019