# Luis Arevalo

# San Pablo, California | Email: [arevaloluis89@yahoo.com](mailto:ashleycaongan@gmail.com)

# <https://github.com/luisarevalo21>

**Education**

**Bachelor of Science in Software Engineering December 2018**

San Jose State University Overall GPA: 3.12

**Technical Skills**

* **Languages**: **ReactJS, CSS Modules, JavaScript, HTML, Firebase, MySQL, Mongoose, Heroku**
* **Development Tools**: **Visual Code**, **GitHub, Sublime Text**

**Experience**

**IT Help Desk Technician, NichoTech December 2019 - October 2020**

* Configured PC’s/Laptops with appropriate software I.E. Office, NitroPro, etc for new staff and current staff.
* Troubleshooted PC, Printer, and **DNS** issues throughout the office while utilizing a ticket system to organize work.

**Tutor, Contra Costa College, Richmond, CA June 2015 – July 2015**

* Taught algebra, pre-calculus, and calculus concepts to 4-6 college students to ensure proper knowledge in the given field.
* Collaborated with other tutors in assisting as many students as possible in one tutoring session.

**Projects**

**Job App September 2020 – September 2020**

* Integrated **FullCalendar API** to display interactive calendar to save hours worked, which calculates hours for given pay cycle.
* Collaborated with a developer using **ReactJS**, **Bootstrap**, and **Mongoose** to create an hour logging application which was deployed onto **Heroku** within three weeks.

**G & L Haircut September 2019 – September 2019**

* Collaborated with a developer to create a website for a local salon; increasing revenue by 10% within two weeks of deployment.
* Utilized **ReactJS** and **Bootstrap** to complete project in two weeks.

**Pvp-move-analysis.herokuapp.com April 2018 – April 2018**

* Developed a UI to display Pokémon’s moves using **ReactJS**, and **Bootstrap**, to assist community members on deciding their moves for local tournaments.
* Deployed the website using **Heroku**, created an API using **Express** to fetch the data from **MySQL** database, allowing members to view Pokémon’s moves on their devices.

**Epicpancake.com/ex November 2018 – January 2018**

* Created a list of exclusive gyms using **HTML**, **CSS**, and **JavaScript** for four cities neighboring San Pablo area, local community has quick access on their phones in real time.
* Integrated **TableTop** API to request entries from a google sheet, community members can access the site and view in real time of who’s attending an exclusive raid.

**Activities**

* MESA SJSU, Student Member 2016 **–** 2018
* EOP SJSU, Student Member 2016 **–** 2018
* ELPS (Engineering Leadership Pathway Program), Scholarship Recipient 2016 **–** 2018

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364 Michele Drive, San Pablo, CA 94806 · 510-965-8884 · arevaloluis89@yahoo.com

November 25, 2020

Z NETWORKS

Oakland, CA

Dear Hiring Manager,

I read with enthusiasm your recent advertisement for an IT Technician at Z NETWORKS. I worked as an IT Technician where I communicated and collaborated with employees to fulfill their needs in an effective manner. Having honed these skills, makes me an ideal candidate for this position.

During my time as an IT Technician, I was passionate about installing software and maintaining documents of equipment that were distributed out to employees. I would manage Spiceworks ticketing system where I handled 10 plus tickets daily and resolved sudden issues. When sudden problems occurred, like disconnected internet or printer wasn’t printing, I would troubleshoot the error communicating and listening to employees to assist the problem and fixing it within 20 minutes. Lastly, I would create and manage users, email mailboxes with Windows Server 2007 to maintain the Network. In this new role, I am willing to work diligently to meet the needs of the company and to become a productive part of the team as quickly as possible.

Thank you for your time and consideration. I'm looking forward to learning more about the IT Technician position and about Z NETWORKS. I hope to be given an opportunity to show the team firsthand what an asset I can be. I look forward to hearing back from you.

Sincerely,

Luis Arevalo