

# Daniel De Luna

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Skilled, fast-learning IT specialist and media enthusiast ready to put broad hardware/software knowledge and 3 years of proven customer service experience to the test in the real world. CS student, help-desk volunteer, and experienced salesperson eager to take the next step

## Professional Experience

**GameStop, Assistant Store Leader. October 2018 – March 2021**

- Achieved and maintained high sales numbers as a part-time temp allowing me to quickly climb up the store hierarchy
- Coached and managed a small team of temps, and juniors
- Highly increased productivity and sales numbers in my store
- Provided excellent service increasing satisfaction and returning customers

## Professional Skills

### Technical Expertise

- Certified in C, and C++ while being fluent in plenty of industry-standard programming languages such as C#, CSS, JavaScript, Python, and SQL
- Proficient and certified in MS Office (Word, Excel, PowerPoint)
- Proficient in Adobe Premiere, Photoshop, After Effects, and Final Cut Pro
- Vast knowledge of most mainstream operating software such as Windows, Linux, and macOS
- Comfortable using WordPress

### Problem Solving

- Troubleshoot and resolve basic hardware/software issues as an IT volunteer
- Answer IT-related questions on Reddit, StackOverflow and GitHub by researching to find the most up-to-date solutions
- Participated in a handful of competitive programming events (Google code jam)

## Customer Service

- Resolve tech issues in person, via phone and text messages
- Full-time cashier and management experience

## Sales

- Achieved and maintained high sales numbers as a part and full-time salesperson for nearly 3 years in a row

## Home Labs/Projects

### NSW/3DS Custom Software

- Using my C++ knowledge and with the help of DevKitPro, DevKitA64 I was able to develop custom homebrew apps (Custom themes, small games, emulation, etc.) for most of my modern Nintendo consoles, the NSW and 3DS being the more recent ones.

### Linux Home Server

- Deployed my own Linux home lab where I host most of my game servers for my friends and I whilst also allowing me to have access to some of my backup files wherever I am

### Unity Game (Present)

- Sketched, planned, and currently developing a 2D top-view bullet-hell videogame with the help of Unity (C#), Aseprite, and FL Studio

## Education

**Computer Science, August 2019 – May 2021**

*(GPA: 3.6/4.0)*

UNIVERSITY OF MASSACHUSETTS HIGH HONORS, BOSTON

**Bachelor of Computer Science, expected by December 2023**

*(GPA: 3.7/4.0)*

MONTERREY'S HIGH INSTITUTE OF TECHNOLOGY

## Extracurricular Activities

- *IT help desk volunteer*: Assisted students and professors with hardware/software repairs and installing/updating a variety of drivers and firmware
- *ESports Club member*: Organized an amplitude of scrims and friendly games as well as leading and participating in a handful of tier two teams

## Certifications

**CPA**            C++ Certified Associate Programmer

**Microsoft**    AZ-900 (Azure Fundamentals, estimated December 2022)

## Additional Skills

- Fluent in English, Spanish and French, currently learning Japanese
- Highly observant and capable of picking up and correcting/fixing minor details
- Willing to learn and incredibly flexible to improve my skills
- Well organized and responsible
- Great communicator
- Resilient