Hacienda Heights

(626) 935-5668

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DIEGO ALFREDO OCHOA GOMEZ

Professional Summary

Detail-oriented and analytical IT professional with experience in systems analysis, POS support, and technical troubleshooting. Proven track record of managing system integrations, data flow optimization, and resolving critical technical issues. Adept at collaborating with cross-functional teams, working with third-party vendors, and implementing process improvements. Seeking to leverage expertise in IT operations, web development, and POS support in a **Systems Analyst – POS** role.

Technical Skills

- POS Systems Implementation & Troubleshooting
- Data Management & System Integration
- Software & Hardware Maintenance
- Network Configuration & Connectivity
- Programming: HTML, CSS, JavaScript
- Server Administration & Automation
- Vendor & Stakeholder Collaboration
- Project Management (Jira, Asana)

Professional Experience

California Regional Multiple Listing Service (CRMLS), Chino Hills

IT Operational Analyst (May 2024 – Present)

- Manage and optimize data management processes to ensure accurate and timely updates of property listings across platforms.
- Monitor system performance and proactively address technical issues to ensure seamless data syndication.
- Collaborate with third-party vendors to resolve large-scale technical concerns and minimize downtime.
- Act as a liaison between IT and Customer Care teams to communicate system updates and enhancements.
- Utilize Postmate, Conduit, and RETS Connector to improve data exchange efficiency.

Briviant Inc, Irvine

IT Technician (January 2023 – May 2024)

- Decommissioned and maintained servers for a Mac-in-Cloud environment, ensuring high availability and performance.
- Updated and managed software, including Visual Studio Code and Xcode, optimizing system stability.
- Implemented automation scripts using Homebrew to streamline software deployment and updates.
- Researched and applied software patches to maintain security and compliance standards.
- Assisted in server assembly, hardware upgrades, and troubleshooting user account issues.

Chief Holdings, Los Angeles

Junior Web Developer (November 2021 – January 2023)

- Developed and optimized responsive web applications using HTML, CSS, JavaScript, and Liquid.
- Enhanced website performance through caching strategies, improving load times by 40% and boosting user retention by 15%.
- Led the development of an e-commerce platform that increased mobile sales by 30% within six months.
- Managed project workflows using Jira and Asana to ensure timely and efficient completion.
- Optimized the order management system by identifying and resolving order discrepancies, streamlining operations, and improving overall online sales efficiency.

Sunglass Hut, Commerce, CA

Sales Representative & POS Support (2020 – 2021)

- Assisted in the installation and setup of a POS system for a new store opening.
- Configured and connected mobile devices to the store network, ensuring seamless operations.
- Provided first-line technical support for register-related issues, coordinating with IT teams at headquarters.

Education

Rio Hondo College, Whittier

- Associate Degree: Cybersecurity

University of California Los Angeles (UCLA), Los Angeles

- Certification: Cybersecurity

Portfolio

- Check my work here: https://diegoatdev.netlify.app/
- Check my LinkedIn here: https://www.linkedin.com/in/diego-a-ochoa-gomez/

Languages

- **Spanish**: Native/Bilingual