

IRVIN DE LA O

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EDUCATION

Fowler College of Business, San Diego State University, San Diego, California

Oct 2021

Bachelor of Science in Business Administration

Major: Information Systems

- **Relevant Coursework:** Fundamentals of Cybersecurity Management, Networks and Data Communications Data Management Systems (MySQL), E-Business/Web Development (HTML5, CSS), Business Application Programming (Python), Information Systems Design and Analysis

- **GPA:** 3.2

Mesa Community College, San Diego, California

May 2019

Associate of Science: Business Administration - Computer and Information Sciences

TECHNICAL SKILLS

- **Network Monitoring:** network skills on connectivity and troubleshooting, including DHCP and TCP/IP
- **Web Development:** HTML, CSS, JavaScript, AWS, Cloud Services
- **Programming:** Java, Python, MySQL
- Time management and multi-tasking
- Ability to work in a fast-paced and rapidly changing environment
- Strong analytical and problem-solving skills
- Strong written and oral communication skills
- Self-motivated and goal-orientated
- Ability to work in a team and independently
- Great attention to the problem description, detail, and impact
- Strong computer skills and ability to troubleshoot various computer-related problems
- Experienced with HIPAA regulations in an enterprise setting
- Good understanding of IT operations processes and working knowledge of Macs and PC
- Experienced in Supporting Microsoft Office Products (Azure-Active Directory, Word, Excel, Outlook)
- Experienced in Supporting G – Suite products (Google Drive, Google Admin, Google Calendar, Google Groups)
- Experienced with troubleshooting common browsers (Firefox, Google Chrome, Safari)

PROFESSIONAL EXPERIENCE

San Diego State University, San Diego, CA

06/2020 – Present

Student Assistant (ITUS)

- Loan and distribute software.
- Assist with various SDSU projects as needed.
- Work collaboratively with other IT members to solve problems.
- Guide faculty and staff in setting up and troubleshooting various email configurations.
- Troubleshooting supported software and network connectivity issues.
- Supported Microsoft Office and Windows OS in an enterprise environment.
- Answer general and technical questions via email and the virtual front desk.
- Follow established guidelines and interpret policies.
- Monitored and supported service tickets through the ServiceNow ticketing system.
- Communication with customers as required: keeping them informed of incident progress,
- Ensuring consistency and accuracy to our current documentation across all systems.
- Essential technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Escalating issues to other departments or the appropriate staff/faculty for incidents and problems.
- Maintaining all pertinent data of incidents are correctly identified and recorded for future reference. Creating, updating, and implementing standard operating procedures and ensuring all processes are kept current.

NIKE INC, San Diego, CA

08/2014 – 12/2020

Sales Associate / Inventory Management

Sales Associate (3 years) - Worked in all areas of the store, providing premium customer service. Helped drive a positive customer experience by building relationships and exhibiting empathy.

- Introducing competent knowledge of Nike products and providing solutions to their needs.
- Ensuring high customer satisfaction levels by being knowledgeable on all products offered and teaming up with co-workers to provide excellent sales service.
- Accurately recorded movement of merchandise throughout store location.
- Supported team with floor planning & sets when the new product came in.
- Accurately completing cash register transactions.
- Using good social skills and understanding.
- Serving multiple customers in a short period (25-50 people per hour).
- Provide carry out services for customers and maintain the store appearance.

Shipping & Receiving (3.3 years)– Completed daily replenishment to ensure the product is fully stocked on the sales floor. I will place the new product on the floor & back stocked everything before the store opening.

- Ensured that transfers are done monthly to provide enough room is available for new products to come in.
- Complete paperwork for store receiving and transfers.
- Operate equipment properly according to company safety standards
- Acts as a partner between customers, sales associates, Assistant Manager, and the Store Manager
- Uphold the quality and productivity of every aspect of the store
- Contributes to a positive and inclusive work environment
- Maintaining personal and productivity goals
- Delivering sales, outstanding customer experience, and operational expectations
- Maintaining an awareness of all product knowledge and current or upcoming product/trends.

San Diego State University, San Diego, CA

11/2019 – 6/2020

Student Assistant (BFA)

- Troubleshoot Windows and Mac workstation system and application security.
- Assist with the installation, configuration, and documentation of new software programs.
- Update and configure the software. As well as troubleshoot any software issues.
- Windows client/server interface, including data backup and recovery for the PCs of exiting staff (including archive data)
- Assist in the development and deployment of desktop/laptop windows images.
- Installation of Business and Financial Affairs standard software and operating systems
- Configuring and deploying PCs for new hires
- Analysis and development of Business and Financial Affairs system procedures
- Review of vendor-written system specifications
- Respond to various systems-related requests, such as resolving email, network outages, and inaccessible share folders. Ensured systems have the latest software updates and security patches.

San Diego Community College District, San Diego, CA

09/2016 – 04/2018

Lab Assistant

- Checking working materials inventory, including parts of the machine, and demonstrate the ability to calibrate equipment needed for the testing process.
- Rework and repair of assembly components and parts
- Knowledge of lab equipment operation and maintenance of machine tools, hydraulic systems
- Work in a team environment with professor
- Responsible for training students in a variety of procedures and tests
- Able to work independently with minimal supervision
- Maintain documentation, equipment, and work areas in a neat and orderly condition.
- Verify and communicate the results obtained, and make the appropriate entries into instrument logs, control charts, calibration records, laboratory worksheets, and any other media, whether print or electronic.

Languages

- Bilingual (Spanish/English)
- Intermediate reader, writer, and speaker in Spanish.