

ISAAC BI

La Jolla | (626) 278-9578 | ibi@ucsd.edu

EDUCATION

University of California San Diego – La Jolla

B.S in Computer Science

09/2018 – Expected: 06/2022

GPA: 3.3

EXPERIENCE

IT Lead Technician, UC San Diego ITS Service Desk

09/2018 – Present

La Jolla

- Coordinate and review documentation to organize technician workflow
- Train new staff on troubleshooting processes, proper customer service procedures, and how to use IT software such as: ServiceNow, Confluence, and Remote Desktop
- Operate as the first line of response for software and network outages
- Assist faculty with software installation, telephone repairs, and two-step authentication

Projects

PiggyBank Expense Tracker

04/2020 – 06/2020

Android Studio, Java, XML

- Worked as the main UI/UX designer for an expense tracking mobile application
- Spearheaded the main design of the app through mockups and implementation demos
- Facilitated communication between front-end and back-end development teams by coordinating communication and explaining intended functionality

Chronos Timekeeper Redesign

06/2019 – 09/2019

Full Calendar API, JQuery, Bootstrap, SkelJS, JavaScript, HTML, PHP, CSS, MySQL

- Refactored and redesigned the HTML and CSS in an outdated employee website, frequently used by UC San Diego IT staff to check their schedules, report time, and request vacation
- Created a calendar based timekeeping application using the Full Calendar Javascript API to replace the older drop-down menu application.
- Learned SkelJS to fix breakpoints and create a more mobile friendly interface

Skills

Languages:

- C, C++, Java, HTML, CSS, PHP, MySQL, JavaScript, JQuery, XML

Technologies:

- Adobe Photoshop, Adobe Illustrator, Git, Github, Unix, Bash, Android Studio, Google Firebase