

Jackson Cortez

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TECHNICAL SKILLS

Programming Languages & Database

- Java, Python, JavaScript, Golang, Typescript, Html, CSS, React, jQuery, SQL, MySQL, MongoDB, NodeJS, C++, PHP, Swift, X86 Assembly Language,

Other:

- REST API, GitHub, Git, Google Cloud Infrastructure, Jira, Slack
- Macs, Windows XP/Vista/10, Linux , Wireshark, SQLMAP, Team Viewer, MS Teams
- Fluent in Spanish

EXPERIENCE

Field Technician | Network Ninja | October 2022 – Present

- Setting up, removing, and troubleshooting networks, hardware, software, servers, switches, access points, cradle points, Wi-Fi and cables for more than 50 businesses.
- A summary report describing the problems and the actions taken is provided for each site that is visited.
- Installed over 10 credit card machines for Pollo Loco and Bank of America in Southern California.
- Setup cable lines for three Pollo Locos for a self-service kiosk.

Data Entry | Elit Tile Corp | August 2021 – May 2022

- Supervise a team of three backend developers in the development of a self-contained converter of a vendor quarterly price list to a NetSuite CSV template. This software is written in Python using pandas and PYPDF2 to extract and process the prices of 60 tile vendors with over 100,000 products that are inputted as pdf or excel. The output is a csv template ready to be uploaded to NetSuite for new items, updated prices and discontinued items. Created and documented a strategy for each vendor and assigned it to a developer. Before releasing a script to production, perform unit testing on it making sure every function is being utilized and free from errors or glitches. This program reduces the two-week manual processing time for each vendor to a few minutes.
- Implemented a Spot Check system for the Elit Tile staff to perform on each vendor that has been uploaded to NetSuite with updated prices including new and discontinued items. With the assistance of the sales staff and managers we were able to keep the integrity of the data that has been updated. Any errors caught by the staff would be immediately corrected.
- Report weekly to the business owner and the Supervisor of the data center on the progress of the Autonomous price list converter, a summary of the staff spot check.

Backend Software Engineer Intern | Snap Inc. | February 2021 – August 2021

- Developed additional features to an existing React middleware service of Slack message shortcut written in Golang. It helped to generate dynamic form for users driven by self-served configuration, and it allowed users to submit all needed fields to the shortcut to create a Jira ticket using slack messages, which is used by over 100 employees.
- To ensure a successful deployment to production, unit and snapshot testing were performed using the built-in Golang package to find bugs, glitches, code coverage and discrepancies in the outcome of a function when multiple calls are made with a constant input .
- Utilize Git to create, pull, and push to a GitHub branch, which was then reviewed and approved by a colleague
- Worked in an agile environment, participated in daily planning, sprint backlogs, demos, workshops and 1-on-1one-on-one meetings, code reviews and operational tasks.
- Slack2Jira: Delivered a new feature of a Slack message shortcut called Slack Jira. It helped to generate dynamic forms for users in Slack messages to create handy Jira tickets, driven by self-served configuration files. The service has been widely used within the company by more than 100 Slack channels.
- SnapSaver: Onboarded a new service to support a new vendor for tracking expenses and invoices of employees. Leveraged Cloud Storage and Cloud SQL for invoice files backup, and database storage. (Cloud Run)
- Completed the training assignment of a full-stack library project with React, Redux for the front end, and Golang for the REST API, and also leveraged Git for the version control.
- Testing: Unit tests, Snapshot tests
- Documentation & Operations: Slack2Jira Doc (Intern Guideline)

Special Education Assistant (Paraprofessional) | LAUSD Micheltorena Elementary | August 2012 – January 2020

- Taught 25 students through lesson plans using tablets and laptops, with most of the students meeting their

academic goals in math and vocabulary for the school year

- For virtual learning, I distributed, documented, and set up laptops and tablets for over 400 students, allowing them to use over 20 educational apps such as Zoom, IXL, BrainPOP, Chrome, and others.

Data Scientist Intern | Los Angeles Department of Transportation | July 2019 – December 2019

- Data from over 530,000 scooters from Lime, Uber, Bird, and Lyft was collected, cleaned, validated, and analyzed using React with Python as the backend for use in charts, graphs, and maps to report if the companies are adhering to speed limits, parking their scooters in the Furnishing Zone, and turning them off when entering a geofence area.
- The Python libraries NumPy, Pandas, and Matplotlib were used to collect large amounts of data, clean it up, and validate it before making pie charts, bar charts, scatter plot graphs, and utilizing the Google Maps API

Computer Science Tutor West Los Angeles College | January 2018 – June 2019

- Aided over 20 college students every week with Python, JavaScript, C++, and Swift to understand how to use the debugger and topics such as variables, functions, classes, arguments, constructors, overload constructors, and prototypes, including advanced topics in Java like inheritance, composition, recursions, nodes, and generic type, resulting in 90% of them receiving A's in their classes

Computer Science Tutor | USC Upward bound/Trio | September 2018 – June 2019

- Assisted 15 high school students to understand Python's syntax, variables, functions, and loops, resulting in over 80% of them passing their course with a B or higher

EDUCATION

California State University, Long Beach

- Bachelor of Arts in Psychology - June 2014

West Los Angeles College, Culver City

- Associates Degree in Psychology - June 2011
- Associates Degree in Computer Science Information Technology - December 2018
- Associates Degree in Web Support & Database Administration - June 2020

CERTIFICATES

National Osha Foundation,

- Certificate of Completion - Certified MEWP Operation – December 18, 2022

West Los Angeles College, Culver City

- Certificate of Achievement - Mobile Application Development - June 2019
- Certificate of Achievement - Web Support & Database Administration - June 2020
- Certificate of Achievement - Network and Information System Security - June 2020
- Certificate of Achievement - Business Application & Database Management - June 2020

Year Up Los Angeles, Culver City

- Certificate of Completion - LA Accelerated Program - March 2021
- Certificate of Completion - Academic and Professional Development - August 2021