

## **Jackson Cortez**

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### **TECHNICAL SKILLS**

#### **Programming Languages & Database**

- Java, Python, JavaScript, Golang, Typescript, Html, CSS, React, GraphQL, 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
- Understanding of the OSI model and its role in networking and data communication
- Fluent in Spanish

### **EXPERIENCE**

#### **Field Technician | Network Ninja | October 2022 – Present**

- Setting up, removing, and troubleshooting networks, hardware, and software for more than 50 businesses, including experience with the OSI model for troubleshooting network issues.
- Installing credit card machines for Pollo Loco and Bank of America in Southern California, ensuring proper connectivity and functionality.
- Assisting with the setup of networking equipment and protocols for Pollo Loco self-service kiosks.

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

- Led a team of three backend developers in the development of a self-contained converter for vendor quarterly price lists to NetSuite CSV templates.
- 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 for an existing React middleware service written in Golang, improving functionality and user experience for over 100 employees.
- Created a dynamic form feature that allowed users to easily submit all necessary fields to create a Jira ticket using Slack messages.
- Ensured successful deployment to production through thorough unit and snapshot testing.
- Utilized Git to create, pull, and push to a GitHub branch, participating in code reviews and agile development processes.
- Delivered a new feature for Slack message shortcut "Slack Jira," generating dynamic forms for creating Jira tickets and widely used by over 100 Slack channels.
- Onboarded a new service for tracking employee expenses and invoices, leveraging Cloud Storage and Cloud SQL for file backup and database storage.
- Completed a full-stack library project with React, Redux, and Golang, including documentation and operations tasks.
- Experience with unit and snapshot testing, as well as documentation and operations.

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

- Taught in a classroom with 25-30 students, using lesson plans and technology (such as tablets and laptops) to help most students meet their academic goals in math and vocabulary.

- Distributed, documented, and set up laptops and tablets for over 400 students, enabling them to access over 20 educational apps (including Zoom, IXL, BrainPOP, and Chrome) during virtual learning.
- Collaborated with teachers to design and deliver lesson plans that were tailored to the needs and abilities of individual students.
- Provided one-on-one support to students with special needs, helping them to participate in class activities and make academic progress.
- Demonstrated strong interpersonal skills and adaptability by assisting with daily activities such as dressing, feeding, and toileting as needed.

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

- Analyzed data from over 530,000 scooters from Lime, Uber, Bird, and Lyft using React and Python, uncovering insights on scooter usage patterns and adherence to regulations.
- Created visualizations using Python libraries NumPy, Pandas, and Matplotlib, including pie charts, bar charts, and scatter plots.
- Utilized the Google Maps API to create interactive maps and report on scooter usage in real-time.
- Assisted in the creation of presentations and reports for stakeholders, including the Mayor's office, highlighting key findings and insights from the data analysis.

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

- Aided over 20 college students every week with a variety of programming languages and topics, resulting in 90% of them receiving A's in their classes
- Led group review sessions and assisted students with project assignments, including debugging and code review, which helped improve the overall performance of the class

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

- Assisted 15 high school students in understanding Python programming concepts, resulting in over 80% of them passing their course with a B or higher
- Led weekly tutoring sessions to help students improve their understanding of Python syntax, variables, functions, and loops, and provided one-on-one assistance as needed

#### **EDUCATION**

- Bachelor of Arts in Psychology, California State University, Long Beach - June 2014
- Associates Degree in Web Support & Database Administration, West Los Angeles College, Culver City - June 2020
- Associates Degree in Computer Science Information Technology, West Los Angeles College, Culver City - December 2018
- Associates Degree in Psychology, West Los Angeles College, Culver City - June 2011

#### **CERTIFICATES**

- Certificate of Completion - LA Accelerated Program, Year Up Los Angeles, Culver City - March 2021
- Certificate of Completion - Academic and Professional Development, Year Up Los Angeles, Culver City - August 2021
- Certificate of Achievement - Business Application & Database Management, West Los Angeles College, Culver City - June 2020
- Certificate of Achievement - Network and Information System Security, West Los Angeles College, Culver City - June 2020
- Certificate of Achievement - Web Support & Database Administration, West Los Angeles College, Culver City - June 2020
- Certificate of Achievement - Mobile Application Development, West Los Angeles College, Culver City - June 2019
- Certificate of Completion - Certified MEWP Operation, National Osha Foundation - December 18, 2022