
EDUCATION

Irvine, CA	University of California, Irvine	Fall 2016 - Present
<ul style="list-style-type: none">• Computer Science, Expected Graduation in Winter 2017		

EMPLOYMENT

Advanced Repair Agent	Geek Squad	Aug 2014 - Present
<ul style="list-style-type: none">• Reduced Precinct average repair turn-time from four days to two.• Improved Precinct Net Promoter Score to 100% by coaching Consultation Agents on providing an accurate “definition of fix” and daily repair updates to clients.• Ranked #1 Geek Squad Precinct in the district for the 2014 fiscal year.• Quickly and accurately diagnose technology issues.• Assess, test and perform computer repairs.		
Operations Manager	Best Buy	Nov 2013 – Aug 2014
<ul style="list-style-type: none">• Provide direct supervision, coaching, training, development, and performance management of supervisors and sales consultants.• Oversee store HR practices and Employee Practice Audit compliance processes.• Monitor store P&L statements with primary focus on reducing storewide controllable expenses.		
Mobile Manager	Best Buy	Feb 2013 – Nov 2013
<ul style="list-style-type: none">• Ranked #6 Connectivity Business Group in the company on an annual national performance management report.• Achieved 30% revenue growth year-over-year through coaching sales consultant’s selling behaviors.• Managed and developed a team of 16 employees.• Oversaw all aspects of the business including recruiting, training, customer service, merchandising, inventory integrity, and labor management.		
Operations Supervisor	Best Buy	Aug 2010 – Feb 2013
<ul style="list-style-type: none">• Oversaw all aspects of store finance and operations, including cash reconciliation, controllable expense management, payroll, and labor budget management.• Ranked #1 for multi-channel sales in the company on a national performance management report from October 2012 to January 2013.		

TECHNICAL EXPERIENCE

Projects

- **Flappy Bird Clone** (2015). 2D game developed in Java using OpenGL (via LWJGL).
- **Chrome Extension** (2015). Content script that displays RateMyProfessors.com scores for MyVCCCD students during registration using JavaScript and styled with CSS.
- **Calculator** (2015). Simple GUI calculator that performs basic arithmetic operations. Developed using Java.
- **Text Editor** (2015). Simple text editor with menus that performs open, save, exit, cut, copy, paste, and select operations. Developed using Java.

ADDITIONAL EXPERIENCE AND AWARDS

- Dean’s List Fall 2014
- Phi Theta Kappa Honor’s Society
- Member of Moorpark’s Programmer Enthusiast Club

Languages and Technologies

- C++; Java; JavaScript; HTML; CSS
- Visual Studio; Eclipse; Sublime; Git