

# Miguel J. Lopez

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## EDUCATION:

**California State University, Sacramento**

Graduation Term: Summer 2024

*Bachelor of Science in Computer Science*

**Relevant Coursework:** Business/Computer Ethics, Object-Oriented Computer Graphics, Computer Software Engineering

## SKILLS:

**Languages:** Python, C, C#, Java, JavaScript, TypeScript, HTML, CSS, SQL, Bash

**Operating Systems:** Windows, macOS, Linux

**Tools/Platforms:** ServiceNow, Salesforce CRM, Git, VS Code, Visual Studio, Zoom (Remote Access), Active Directory

**Security & Troubleshooting:** System Imaging, Hardware Diagnostics, IT Ticketing Systems

## WORK EXPERIENCE:

**Principal Financial Group**

Mar 2025 – Present

*Financial Advisor Assistant*

*Elk Grove, CA*

- Led a data cleanup initiative across hundreds of individual and business client accounts in Salesforce, improving data accuracy and workflow efficiency
- Designed Excel-based reference system linking directly to Salesforce records, enabling faster access to client data
- Acted as a technical liaison between the financial advisor team and internal IT department, effectively communicating technical issues and facilitating timely resolutions
- Consolidated duplicate accounts, removed outdated records, and updated critical client details for accurate reporting and compliance
- Supported adoption of new process by providing technical assistance and documentation to team members

**College of Continuing Education at California State University Sacramento**

Feb 2022 – May 2023

*IT Desktop Support Student Assistant*

*Sacramento, CA*

- Managed 50+ weekly IT support tickets in ServiceNow, resolving hardware, software, and network issues for staff and faculty
- Imaged and deployed Windows and macOS systems with secure configurations and standard software installations
- Maintained an Excel inventory tracking 1,000+ devices for accurate lifecycle management
- Created detailed troubleshooting guides to streamline technical support and reduce recurring issues

## PROJECTS:

**Monster Capturing/Battling Turn-Based Role-Playing Game**

Mar 2017 – Present

*C# / .NET / Visual Studio / Monogame / Target: Steam (Future Console Ports Planned)*

- Independently researched and developed core gameplay systems from high school through college, focusing on cohesive system design and scalable, reusable code architecture
- Currently building a prototype with detailed UML diagrams outlining combat, inventory, and object interactions
- Implemented a modular tile grid system with procedural dungeon generation supporting random encounters and roaming enemies with varied pathfinding logic

**Construction Services Project Management Website (CSUS Senior Project)**

Aug 2023 – May 2024

*TypeScript / ReactJS / HTML / Tailwind CSS / NodeJS / PostgreSQL / Supabase / Jest / Vercel / VS Code / Git*

- Developed a secure user authentication system with email-based password resets via Supabase API to enhance security and improve user experience
- Created/tested database CRUD operations for receipt management and user tracking using Jest testing framework
- Passed 24/24 suites and 109/109 tests
- Implemented role-based access control (RBAC) to ensure secure handling of user data