

Miguel J. Lopez

migueljlopez02@gmail.com | (916) 917-7368 | <https://www.linkedin.com/in/migueljlopez02/>

EDUCATION:

California State University, Sacramento

Graduation Term: Summer 2024

Bachelor of Science in Computer Science

Relevant Coursework: Computer Network Fundamentals, Business & Computer Ethics, Database Management Systems, Big Data, Data Mining, Operating Systems

SKILLS:

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

Frameworks & Libraries: ReactJS, Tailwind CSS, Jest, Pandas, Seaborn

Databases & Cloud: PostgreSQL, MySQL, AWS, Supabase

Operating Systems: Windows, macOS, Linux

Tools & Platforms: ServiceNow, Git, VS Code, Visual Studio, Basecamp, Zoom (Remote Access), Active Directory

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

Soft Skills: Problem Solving, Team Collaboration, Technical Documentation, Time Management, Creative Ingenuity

WORK EXPERIENCE:

College of Continuing Education at California State University Sacramento

Feb 2022 – May 2023

IT Desktop Support Student Assistant

Sacramento, CA

- Managed 50+ IT support tickets per week in ServiceNow, troubleshooting hardware, software, and network issues for staff and faculty
- Provided Level 1 & Level 2 IT support, resolving 80% of issues on first contact and escalating complex cases
- Consistently handled roughly 25% more IT tickets than other student assistants, demonstrating efficiency and strong problem-solving skills
- Imaged and deployed Windows and macOS systems, ensuring proper security and software configurations
- Maintained an IT asset inventory using Excel tracking 1000+ devices for accurate hardware lifecycle management
- Developed detailed, step-by-step software usage and troubleshooting guides for IT team and staff to streamline application usage and resolve technical issues

PROJECTS:

Project Management Website

Aug 2023 – May 2024

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

- Developed a secure user authentication system with email-based password resets via Supabase API to enhance security and improve user experience
- Created and tested database CRUD operations for receipt management and user tracking to optimize efficiency
- Implemented role-based access control (RBAC) to ensure secure handling of user data, contributing to more robust system security

Interesting Nonprofits

Mar 2024

Python / Pandas / Seaborn / Bash / XML / Regular Expressions

- Used regular expressions and XPath to find interested data within an XML file with parallel programming
- Analyzed and visualized nonprofit data (tax years, total revenue, and business names) through dataframes and graphical representations to gain insights into nonprofit performance