



## Novali Plascencia

### Computer Software Engineer

Hello, my name is Novali Plascencia, and I am a student studying Computer Science at California State University of Northridge.

## Work Experience

### Student IT Assistant

California State University  
of Northridge

Feb. 2022

- Troubleshooted internet connectivity issues for staff members, resolving 95% of cases within a 24-hour period, resulting in increased productivity and efficiency across departments.
- Assisted in the setup and deployment of over 200 laptops for new employees, ensuring seamless onboarding processes and reducing setup time by 30%.
- Developed and implemented a software training program for staff members, resulting in a 20% decrease in software related help desk tickets.
- Maintained accurate inventory records of devices across the Science and Math departments, tracking assignments and locations.
- Coordinated the surplus of outdated devices for recycling or reallocation to other departments, supporting

### Camp Matador

California State University  
of Northridge

March 2025

Leadership and operations support for incoming-student program.

- Conduct interviews and select volunteers, ensuring a high-quality team for Camp Matador.
- Develop and implement training schedules for camp counselors and facilitators.
- Foster a welcoming, inclusive atmosphere for incoming students
- Lead planning and logistics for camp activities and overall operations.
- Troubleshoot issues quickly to ensure smooth execution and participant satisfaction.

## Education

Downey High School 2017-2021

High School Diploma

Downey High School is where I attended to receive my high school diploma

Let's Keep in Touch!

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