

Sergio Elisondo, MA

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Summary of Qualifications

- Skilled Software Engineer, versatile media and IT support skill set with dedication to resolving employer challenges, providing innovative solutions and process improvements with proven increase in customer satisfaction, company standard, co-worker morale, and efficiency.
- Designed and built eloquent and tasteful ecommerce websites, mockup sites and brand portfolios for clients while semantically structuring fullstack web applications for both mobile and desktop devices
- Fluent in English/Spanish and currently an avid Windows 10 / Mac 10.15.7 user
- Extensive Tier 2 experience in all aspects of general IT hardware and software, Mobile support for iOS and Android device, user account setups and maintenance, PC and MAC devices, Win 10 Refresh, printers, video conference equipment, antivirus software, system imaging, system patching, and remote access/tools
- Reflect strong expertise in producing high-caliber video and audio productions, managing workflow (organization, streamlining application of video editing and sound capture techniques using Final Cut Pro and Logic) at Apple and SJSU.

Technical Skills

- **HTML5, CSS3, ES6, Python, React, Node, Express, MongoDB, and Postgres**

Education

M.A. Education Counseling

May 2013

San Jose State University, San Jose CA

- Multicultural Counseling and Career Development
- Dynamics of Behavior and Development; Laws and Ethics

B.A. Music

May 2011

San Jose State University, San Jose CA

- Emphasis in Sound Design/Recording Arts/Film
- Music Theory and Performance
- Multiple Instrument Recordings/Piano Compositions

Work Experience

Freelance Software Engineer

FullStack Web Development / Application

September 2020 – Present

- Full-Stack Web Development
- Fluent in HTML, CSS (Foundation and Bootstrap), JavaScript, Python, React, Node, Express, MongoDB, and Postgres
- Experience in API design and development.

MTI Global Solutions

IT Specialist Field Technician (Tier 2)

January 2020 – December 2020

- Diagnose and repair electronic, mechanical, and software issues of computers, smart devices, tablets, gaming consoles, cameras, laptops and other devices
- Use of planograms, security set up, audio/video installation and configuration

Apple

Caption Specialist

February 2015 – May 2015

- Closed captioned within the Marketing and Communications (MARCOM) group
- Transcribed for internal/commercial projects; delivered on aggressive deadlines
- Conducted cross-functional duties that overlapped with software/hardware troubleshooting, created and documented SOP for team members, video compression/ingest, and voice-overs during initial Apple Watch launch