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Objective

Computer Science student looking for valuable work experience in Software Engineering. Eager to learn and work hard to develop the technical skills required to be competitive. Skilled in organization and planning with the ability to make deadlines.

Education

American River College: A.S in Computer Science & in Physical Science/Mathematics

Sacramento State University: B.S in Computer Science **Expected 2020*

Work Experience

IT at CA State Library **2018-Current*

Peet's Coffee and Tea **2014-2018*

Current Duties

- Identifies and analyzes moderately complex personal computer related problems, recommends and implements solutions.
- Coordinates and communicates with other IT staff and customers for technical information to fulfill requests.
- Logs and updates status of all requests for assistance into the Help Ticketing system.
- Provides support to staff in matters related to personal computers and electronic applications, including installation, operation, instruction, and troubleshooting any technical problems that may arise.
- Follows asset tracking procedures and provides updates to maintain all unit-level databases.

Technical Skills

Hardware: Assembly, Printers, Drivers, Troubleshooting

Software: Installation, Debugging, Microsoft Office, Adobe Photoshop

Operating Systems: Microsoft Windows, macOS, Linux, Android, iOS

Networks: Servers, Routers, LAN Technology

Security: Virus Protection, Maintenance, Monitoring, Backup Management

Languages: C, C++, Java, Python, HTML, SQL, JavaScript

General: Communication, Problem Solving, Leadership, Teamwork, Attention to Detail

Coursework

Data Structures and Algorithm Analysis, Software Engineering, System

Programming Unix, Algorithm Design & Implementation, Obj Oriented

Programming w/C++, System Analysis & Design, Discrete Structures for Computer Science.

Highlights

Used Scrum, Risk Management, Design Patterns, source control (GitHub), and a agile project management tool (Flying Donut) for a simulated IOT Tag based lost item detection software for a software engineering class project.