Steven Cantu

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EDUCATION

Arizona State University | Ira A. Fulton Schools of Engineering   **Phoenix, Arizona**
Bachelor of Science in Information Technology   Graduation Date **May 2025**

Relevant Coursework | Member of 2023 Fulton Schools Dean's List

- *Info Tech Programming Logic* – Wrote computer programs using procedural, functional, and object-oriented programming construct, and techniques using Python.
- *Network Info and Communication Tech* –TCP/IP networking concentrating on the physical and data-link layer, Cisco Layer 3 switches and router configuration, VLAN configuration, subnetting (classful and classless)
- *Information Modeling, Storage, and Retrieval* – Explored different types of data modeling including hierarchical, networking, relational and object-oriented models. Using Object Role Modeling for designing databases using graphical symbols and generating SQL from the designs.
- *OS Architecture* - Overview of Windows, Linux, Mac operating systems. Skills that include user management, virtualization, as well as using tools within each respective CLI to trouble shoot basic and intermediate hardware or software issues.

PROFESSIONAL EXPERIENCE

Starbucks   **El Paso, Texas**
Shift Supervisor   April 2021 – Present

- Driven and adept at handling high-pressure situations and maintaining operational excellence during peak periods. Proven ability to build rapport with diverse customers and foster positive team dynamics. Possesses strong analytical skills, demonstrated through inventory management and money management.
- **Transferable Skills:** Employee management and delegation, customer-service, basic POS troubleshooting and ticketing. Collaborative sessions to identify gaps and refine strategies for meeting key performance indicators.

SKILLS, ACTIVITIES & INTERESTS

Languages: PowerShell, HTML, CSS, JavaScript

Certifications: CompTIA A+

Activities: ASU Global Tech Experience: Coding for Web

Interests: I enjoy anything new or old technology, writing and recording music, and learning new things