

# Erick W. Espinoza

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## PROFILE

IT professional with a B.S. in Applied Computer Science and hands-on experience spanning both software development and IT support. Developed large-scale software solutions for a Fortune 500 company serving millions of users, and later advanced to Senior Agent at Geek Squad, where I lead technical repair initiatives and mentor junior staff. Known for strong problem-solving, leadership, and the ability to bridge the gap between engineering and customer service in fast-paced environments.

## CORE SKILLS

**Technical:** Git, Mobile Development, API Integration, Web Development, Performance Optimization

**IT Support:** Troubleshooting, Hardware Repair, System Maintenance, Diagnostics

**Professional:** Communication, Team Leadership, Project Management, Time Management

## PROFESSIONAL EXPERIENCE

### Senior Agent — Geek Squad, Best Buy

May 2023 – Present

- Lead advanced hardware and software repair operations, ensuring top-tier customer satisfaction and adherence to company standards.
- Mentor and train technicians, improving repair efficiency and technical accuracy.
- Recognized among top-performing agents nationally for exceptional service and leadership.

### Freelance Web Developer — Self-Employed

Jan 2023 – May 2023

- Built and deployed secure, optimized websites tailored to client needs using modern frameworks.
- Delivered client training and documentation to support self-sufficiency.
- Ensured cross-browser compatibility, accessibility, and responsive design.

### Software Engineer — Nordstrom

May 2021 – Nov 2022

- Developed and maintained applications enhancing the shopping experience for millions of customers.
- Co-led initiatives that reduced operating costs by streamlining internal processes.
- Collaborated cross-functionally with designers, QA, and backend teams to deliver scalable features.

### Software Engineer Intern — CodeDay

Jun 2020 – Dec 2021

- Collaborated with a distributed team to build a cross-platform app using Kotlin.
- Participated in agile sprints, code reviews, and stakeholder presentations.
- Integrated APIs and optimized performance for a polished end-user experience.

### Teaching Assistant — Dominican University of California

Feb 2020 – May 2021

- Supported students in understanding key software engineering concepts.
- Assisted in grading, project evaluation, and refining course materials.
- Fostered a positive, encouraging learning environment.

## EDUCATION

### Dominican University of California — San Rafael, CA

B.S. in Applied Computer Science, Completed in 2 Years (2018 – 2020)

## NOTABLE ACHIEVEMENTS

- Earned Bachelor's degree in Applied Computer Science in just two years.
- Promoted to Senior Agent within six months at Geek Squad.
- Co-led Nordstrom initiatives achieving measurable cost reductions.
- Managed and mentored small technical teams to deliver consistent results.