

# Adrian Caballero

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## EDUCATION

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### California State Polytechnic University, Pomona | Pomona, CA

May 2025

#### B.S. in Computer Science

- **Relevant Courses:** Big Data Analytics and Cloud Computing, Software Engineering, Database Systems, Cryptography and Information Security, Machine Learning and Its Applications, Cybersecurity and Network Communications

## TECHNICAL SKILLS

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**Certifications:** AWS Cloud Practitioner, CompTIA A+, HIPAA for Business Associates

**Cloud & Development:** AWS (Lambda, CloudWatch, API Gateway), Docker, Python, JavaScript, SQL (PostgreSQL), Flask, RESTful APIs, Git

**IT Support & Systems:** Windows 10/11, hardware troubleshooting (laptops, monitors, peripherals), Active Directory, ticketing systems (ServiceNow), remote desktop tools, network fundamentals (TCP/IP, DNS, DHCP), system diagnostics

**Healthcare IT:** HIPAA compliance awareness, EMR system concepts, patient data security

**Business Applications:** Microsoft 365 (Excel, Word, Outlook, SharePoint), Adobe Acrobat DC, technical documentation

## WORK EXPERIENCE

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### ITDRC | Remote | *Volunteer IT Support Specialist*

Nov. 2025 - Present

- Volunteer with nationwide non-profit providing IT infrastructure support during disasters and emergencies
- Available for remote Help Desk support and technical assistance to emergency management agencies

### Downey High | Downey, CA & Remote | *Volunteer IT Support Technician*

Aug. 2019 - May 2020

- Provided on-site technical support to 60+ teachers, troubleshooting hardware and software issues in a fast-paced educational environment
- Diagnosed and repaired computer components including hard drives, RAM, power supplies, and peripherals
- Created technical documentation and used ticketing system to track issues; supported remote learning transition during COVID-19

### Walgreens | Whittier, CA | *Customer Service Associate*

Feb. 2023 - Jan. 2024

- Provided professional customer support to 150+ individuals weekly in-person, over phone, and on the sales floor
- De-escalated conflicts and resolved customer concerns while maintaining calm and professional demeanor
- Trained 5+ team members on procedures and systems, demonstrating ability to explain complex processes clearly

### IHSS | Los Angeles County, CA | *In Home Service Provider*

Aug. 2024 - July. 2025

- Provided personalized care to elderly individuals, developing understanding of healthcare environments and patient-centered service delivery

## PROJECTS

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### Post School-Incident Response Platform | CPP Hackathon | [GitHub](#)

April 2025

- Led 3-person team to design and develop full-stack mental health support application integrating OpenAI API for real-time emotional check-ins and crisis response
- Engineered containerized backend using Flask, SQLAlchemy, Docker, and PostgreSQL for secure authentication and session management
- Built AI-powered healthcare-adjacent solutions requiring sensitivity to user privacy and data security

### Horizon App | Group Project | [GitHub](#)

Mar. 2024 - Present

- Developed full-stack social media application with Flask and SQLAlchemy backend, JWT authentication, and real-time messaging via Flask-SocketIO, deployed using AWS Lambda and API Gateway
- Configured AWS CloudWatch for application monitoring, log tracking, and performance troubleshooting