

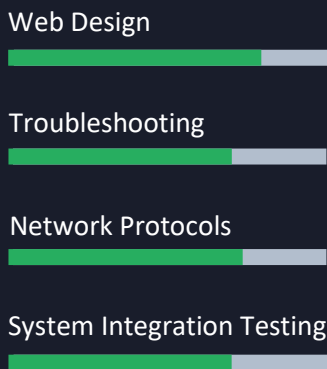
## CONTACT

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## TOOLS



## TECHNICAL SKILLS



## RELEVANT SKILLS



## ABOUT ME

Dedicated customer-focused professional with experience in providing excellent customer service. Having honed my communication and problem-solving skills in this field over the past ten years, I am now eager to transition into the Information Technology role. I believe that I can leverage my technical abilities and my passion for technology to help users resolve their issues. I recently completed my bachelor's degree in Information Systems, which equipped me with a strong foundation in areas such as database management, programming, and network security. I am looking forward to applying my knowledge and skills in a dynamic and challenging environment, where I can continue to learn and grow in my career.



## EDUCATION

- 05/2021 **B.S. in Business Information Systems - SAN FRANCISCO STATE UNIVERSITY, CA**
- 05/2019 **Associate of Business Administration, Accounting - BERKELEY CITY COLLEGE BERKELEY, CA**



## SCHOOL PROJECTS

- 05/2023 **Designed Portfolio Website using HTML, SCSS, and JavaScript**
  - Created a responsive personal portfolio website and published on GitHub.
  - Conducted regular testing and debugging to ensure cross-browser compatibility and seamless functionality across different platforms.
- 05/2021 **Built an Automated Irrigation System using Raspberry Pi**
  - Integrated various sensors, including soil moisture, temperature, and humidity, to collect real-time data and adjust irrigation schedules accordingly.
  - Conducted troubleshooting and maintenance activities to identify and resolve issues.
  - Captured Wireshark protocol packets to perform network hierarchy analysis.
- 05/2020 **Developed VPN Server deployed on AWS**
  - Designed and implemented a secure VPN server on AWS, utilizing OpenVPN and EC2.
  - Implemented SSL/TLS certificates for secure client authentication and data encryption.
  - Conducted regular performance tests and optimization to ensure efficient VPN operations.
  - Documented network diagrams, configurations, and troubleshooting procedures.



## RELEVANT WORK EXPERIENCE

- 2017 - 2021 **Senior Member Service Representative – Patelco – Berkeley, CA**

Provided exceptional service to members by processing transactions, handling account and loan services, troubleshooting online banking and mobile errors, and documenting interactions with service requests.
- 2014 - 2015 **Branch Service Specialist – Union Bank – San Diego, CA**

Processed transactions accurately, balanced cash deposits error-free, and increased banking knowledge through training participation.
- 2009 - 2014 **Branch Lead Teller – Wells Fargo – Oakland, CA**

Managed Tellers' performance, assisted with reconciliations and fraud prevention, communicated operational changes, ensured policy compliance, and supported teller scheduling and policy enforcement.