

IAN SAGUN

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PROFESSIONAL SUMMARY

Service-focused Technology Specialist with a foundation in full-stack development and hands-on experience supporting applications, systems, and end users. Skilled in troubleshooting, documentation, and collaborating in fast-paced environments to improve performance and user satisfaction.

WORK EXPERIENCE

Barista – Starbucks

Weymouth, MA.

Dec 2024 – Present

- Delivered efficient customer service in a fast-paced environment, exceeding client's expectations.
- Managed inventory, maintained cleanliness, and ensured compliance with health and safety standards.

.NET Developer Intern – Center for Health Information and Analysis

Boston, MA.

June 2022 – Sept 2022

- Tested .NET applications hosted in Azure and on-premises to ensure stability across environments.
- Validated migrated legacy systems, including VB6 and MS Access, into updated .NET Framework platforms.
- Debugged and optimized SQL queries and SSRS reports for improved data accuracy and processing speed.
- Executed unit tests using xUnit/nUnit and participated in CI/CD pipeline troubleshooting via Azure DevOps.
- Authored technical and user documentation to support system understanding and streamline knowledge transfer.
- Joined daily Agile scrum meetings to report progress, identify blockers, and collaborate on team deliverables.

EDUCATION

Bachelor of Science in Computer Science - University of Massachusetts Boston

- Relevant Courses: Operating Systems, Computer Architecture and Organization, Intermediate Computing with Data Structures, Advanced Data Structures and Algorithms, Introduction to Computing

PROJECTS & ACHIEVEMENTS

- **Final Grade Calculator:** Developed a web application to calculate students' final grades based on their course performance and weighted criteria.
- **Techsume:** Created a job search web application using the Adzuna API to display job listings and filter by location and role.
- **Online Ordering System:** Designed a simple web application enabling customers to add orders to a cart and complete the purchase process.
- **2024 BostonBridge Hackathon Winner (1st Place):** Led the development of a mobile application using the Geolocation API, allowing students to play a location-based game on campus.

SKILLS

- **Operating Systems:** Windows 10, Windows 11, macOS, Linux
- **Networking:** IP, DNS, VPN, TCP/IP, Network Troubleshooting
- **Programming Languages:** Python, Java, C, C#, JavaScript, HTML, CSS
- **Technical Support:** Troubleshooting, End-User Support, Remote Diagnostics
- **Software/Systems:** Office 365, Active Directory, Exchange, Citrix, Microsoft Infrastructure
- **Other Skills:** Problem Solving, Documentation, Time Management, Customer Service