Arlene Sagaoinit

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EDUCATION

California State University, San Bernardino	Riverside Community College	Washington State University
August 2022 – May 2024 Expected grad: May 2024 BS Computer Science GPA: 3.4	June 2020 – June 2022 Computer Science	August 2018 – May 2020 Physics and Engineering

EXPERIENCE

CSUSB Theatre Box Office | Student Assistant (March 2023 – present)

➢ Assist the Performing Arts Box Office Manager with administering sales using the department ticketing software
➢ Working quick and following detailed instructions in assisting customers by phone and in person with ticket orders/purchases

Information Technology | Optiva IT | Tech Support Intern (Sep 2021 – Dec 2021)

➢ Administered initial setups on 100 chrome books for the company's school client, Allegiance Steam Academy
➢ Provided guidance to staff and students in utilizing the school's digital learning platforms, Google Classroom, and Discovery Ed
➢ Used Microsoft excel to record the status of chrome books, laptops, and printers for each classroom
➢ Configured staff computers to phones, printers, and scanners
➢ Responded to tickets with printer connection issues using remote connection

Management | Papa John's Pizza | Store Manager (Jun 2020 – Feb 2022)

➢ Responsibilities included delegating tasks to employees and setting clear expectations
➢ Demonstrate leadership with efficient problem-solving, fast decision-making, and prioritizing with challenges such as customer complaints, understaffing, and low inventory
➢ Adjust and adapt store operation to unexpected challenges, changing seasonal menu, set-up procedures, and cleaning regulations
➢ Train and guide team in working quick and strategic

ORGANIZATIONS

Cyber Intelligence and Security Organization (CISO) | CSUSB (Feb 2023 – present)

As a member of the cyber security mentee program at California State University, San Bernardino, I attend project sessions, competitions, and group meetings with mentors for resume building and enhancing interview skills. A recent competition was in spring 2023 with the National Cyber League (NCL) capture-the-flag that I participated in with my mentor. A current project in the making with my mentee group is developing a portfolio using HTML, CSS, and Javascript.

SKILLS

Programing languages

HTML CSS	Python	C++	Assembly	SystemVerilog

Applications

VS Code	Netbeans	Vivado	Github
Microsoft Admin	Excel	Teams	G Suite

PROJECTS

TCP Socket Connection | Python (Feb 2023 – May 2023)

Established a sample TCP socket connection in python with a single server receiving requests from multiple clients that access the server concurrently.

Toy Shell Simulator | C++ (Feb 2023 – Apr 2023)

Developed a program using C on Linux operating system that mimics the function of the basic commands in shell. Commands include cd, cp, ls, cat, and touch.

LED Stop Light Simulator | Machine Assembly (May 2022 – Jun 2022)

Generated machine assembly code on Raspberry Pi 4 to create an LED stop light and crosswalk simulator with resistors and LED pins on the GPIO board.

Blackjack | C++ (Aug 2020 – Dec 2020)

Implemented a simple text-based card game using object-oriented programming in C++ software language. Utilized hierarchal structures and classes. Compiled with Netbeans IDE.