ARLENE SAGAOINIT

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Portfolio Website: https://arlene-s.github.io/arlenesworld/

EDUCATION

California State University, San Bernardino (CSUSB) (Aug 2022 – May 2024)
Bachelor of Science, Computer Science, GPA: 3.5
Coursework: Data Structures and Algorithms, Operating Systems, Algorithm Analysis, Parallel Algorithms and Programming, Digital Logic, Statistics with Applications, Artificial Intelligence, Database Systems, Networking and Security, Compilers, Embedded Systems, Computer Engineering Design, Software Engineering Principles

CERTIFICATES

Google Cybersecurity Professional Certificate (In progress)
National Society of Leadership and Success (NSLS) – Foundations of Leadership (May 2024)
IEEE Inland Empire Data Science Workshop (Nov 2023)

ORGANIZATIONS

National Society of Leadership and Success (Sep 2023 – Present)
Cyber Intelligence and Security Organization (Feb 2023 – May 2024)
Women in Cyber Security, Women in Engineering (Feb 2023 – May 2024)

EXPERIENCE

Technology Support Assistant | CSUSB Information Technology Services (March 2023 – May 2024)

- Provided IT support and customer service for the Technology Support Center, assisting students, faculty, and staff with a wide range of technical issues, including computer troubleshooting, network connectivity, and audio/visual support.
- Served as campus operator, responsible for handling incoming calls with general questions regarding the University. Demonstrated customer service skills such as patience, active listening, and clear communication.
- Effectively guided students through technical inquiries related to the school's Learning Management System (Canvas), web portal (MyCoyote), job search platform (Handshake), and video conferencing tools (Zoom), ensuring a seamless user experience.

Computer Lab Assistant | CSUSB JHBC Offices (Sept 2022 – May 2024)

- Assisted users with the installation, usage, updating, and troubleshooting of various software applications used in the lab, such as word processors and programming tools.
- Provided clear and effective training to new users on technical inquiries, including guiding students to use SSH to access Linux computers in the lab from their personal computers.
- Maintained accurate records of lab usage, incidents, and technical issues reported. Ensured meticulous documentation and demonstrated reliability in managing lab resources.

Tech Support Intern | Optiva IT (Sept 2021 – Dec 2021)

- Provided IT support for Allegiance STEAM Academy, including initial setups for smartboards and over 100 Chromebooks.
- Demonstrated rapid problem-solving skills in troubleshooting software and hardware issues, minimizing downtime and enhancing user experience.
- Guided staff and students in using digital learning platforms, improving user proficiency and system adoption.

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

- Delegated tasks to employees, set clear expectations, and resolved various operational issues. Exhibited strong leadership and mentorship, nurturing team development and enhancing operational efficiency.
- Implemented inventory management strategies, reducing food waste by 10% and contributing to cost savings. Demonstrated strategic thinking and organizational skills in optimizing store operations.
- Utilized strong interpersonal skills to address customer concerns and foster a positive work environment.

SKILLS

Programming Languages: Python (Intermediate), C++ (Intermediate), HTML & CSS (Intermediate), SQL (Beginner), JavaScript (Beginner)

Applications: Visual Studio, VS Code, Git, GitHub, Microsoft Word, Excel, MySQL

PROJECTS

PERSONAL PROJECTS

Snake Game | **HTML, CSS, JAVASCRIPT** (Jan 2024) https://arlene-s.github.io/Snake_Game/

- Developed a simple retro-styled snake game with responsive design.
- Implemented game mechanics including collision detection and score tracking.
- Deployed game on GitHub pages and received positive feedback.

Duck-Hunt Game | **PYTHON-PYGAME** (Nov 2023)

- Created a carnival-style shooting game in Python utilizing the Pygame library
- Designed game logic for target movement and scoring, enhancing user engagement.

ML Model – California Housing Prices | **PYTHON** (Nov 2023)

- Built a machine learning model to predict California housing prices using linear regression and random forest algorithms.
- Conducted data preprocessing and feature engineering to optimize model accuracy, achieving over 80% accuracy.

Portfolio Website | **HTML, CSS, JAVASCRIPT** (July 2023 – Aug 2023)

- Developed a professional portfolio website showcasing projects and professional achievements.
- Implemented interactive features such as animations, light/dark theme toggle, and media queries for mobile responsiveness.
- Integrated a contact form that sends emails directly, enhancing communication with visitors.

SCHOOL PROJECTS

Student Information Database | **SQL, C#** (April 2024 – May 2024)

- Developed a full-stack student database application with colleagues.
- Enabled students to log in, manage course registrations, and update personal information through a user-friendly interface.

Toyshell | **C++** (Jan 2023)

- Created a Linux command-line simulator replicating shell commands like cd, cp, ls, cat, mv, and touch.
- Enhanced understanding of operating system concepts and Linux command-line operations.

BlackJack Card Game | **C++ & PYTHON** (Aug 2020 – Dec 2020)

- Developed a text-based Blackjack game using object-oriented programming in C++ and recreated in Python.