

Axel Sagundo

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EDUCATION

University of California, San Diego

B.S. Computer Science

La Jolla, CA

Graduation: December 2023

WORK EXPERIENCE

ITS ResNet Technician

UC San Diego - Information Technology Services

La Jolla, Ca

June 2022 - September 2023

- Provided identity management and networking support for over 50k people encompassing students, staff and faculty
- Completed over 3,000 service tickets, identifying a wide range of issues from simple user errors to major network and application outages.

Customer Relations Representative

UC San Diego - Transportation Services

La Jolla, Ca

December 2019 - June 2022

- Provided useful parking and commuter information to customers in person, over the phone and through email using the ServiceNow platform alongside the T2 Flex parking software.
- Assumed the role of a data miner that would create reports and queries for our backend system to find users who had outstanding parking citation payments, multiple vehicles on one account, and shared permits.

PROJECTS

UCSD Crime Logs Twitter Bot: Developed a Python script that scrapes PDF files from the official UCSD Police Crime Logs website and converts them into case log text files. The Twitter API is used to send Tweets depicting such crime logs case by case. [GitHub](#) | [Twitter](#)

Apache Web Server & Data Analysis: Used the LAMP stack to collect user data on the client side in order to analyze it on the backend. User data includes mouse and keyboard movements, page load times, and screen dimensions. Implemented a proxy route to a NodeJS and Express server to be used as a REST endpoint for creating, reading, updating and deleting user data. Implemented basic user authentication using CryptoJS and PassportJS, for user password hashing and session management. [GitHub](#)

Personal Website (axelsagundo.com): Developed a completely responsive website using semantic HTML, CSS and JS. Currently being hosted on GitHub Pages. [GitHub](#) | [Live](#)

SKILLS

Programing Languages: Python, C, PHP, JavaScript, SQL

Tools: Node JS, PostgreSQL, MySQL

Stack: LAMP stack (Linux, Apache, MySQL, PHP)

Languages: English & Native Spanish