# Axel Sagundo

axelsagundo@gmail.com | LinkedIn | GitHub

## EDUCATION

**University of California, San Diego**                                   La Jolla, CA
*Bachelor of Science in Computer Science*                       *Graduation: Dec. 2023*

## EXPERIENCE

**Information Technology Support Technician**                     Jun. 2022 – Sep. 2023
*UC San Diego – Information Technology Services*                            *La Jolla, CA*

- Provided identity management and networking support to a campus population of over 50,000 people, including students, staff, and faculty members
- Collaborated with managers and campus business partners to update internal documentation and help reduce response times
- Used ServiceNow ticket data from users to develop a Campus Support AI Chatbot using the Python libraries Scikit-learn and TensorFlow

**Customer Relations Representative**                               Dec. 2019 – Jun. 2022
*UC San Diego – Transportation Services*                                   *La Jolla, CA*

- Provided parking and commuter information to customers in person, over the phone and through email using the ServiceNow platform alongside the T2 Flex parking software
- Created reports using SQL on our back end system to find customer accounts that had outstanding parking citations, shared vehicles, and shared permits
- Automated package tracking and email notifications for a new packaging service under our department using Google Sheets and Gmail

## PROJECTS

**UCSD Crime Logs Twitter (X) Bot** | *Python, Twitter API*                 GitHub | X

- Developed a Python script that scrapes PDF files from the official UCSD Police Crime Logs website and converts them into individual case log text files
- Used the Twitter API to send automated crime log reports to the Twitter (X) platform

**Apache Web Server & Data Analysis** | *Linux, Apache, MySQL, PHP, NodeJS*       GitHub

- Deployed and configured a web server using the LAMP stack to collect user data on the client side in order to analyze it on the back end
- 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 Crypto-JS and PassportJS, for user password hashing and session management

**Personal Website & Blog** | *HTML, CSS, JS, Hugo*             Personal Website | Blog

- Designed and developed a responsive personal website using semantic HTML, CSS and JS
- Developed a custom theme using the Hugo Static Site Generator and deployed a separate blog website

## TECHNICAL SKILLS

**Programming Languages**: Python, Java, C/C++, SQL (MySQL, Postgres), JavaScript, HTML/CSS, PHP
**Languages**: English & Spanish
**Frameworks**: Node.js, ExpressJS, Hugo
**Developer Tools**: Git
**Libraries**: pandas, NumPy, Matplotlib, Scikit-learn, TensorFlow pdfplumber, p5.js
**Interests**: Reading, Writing, Pottery