

System Strategists



Edgar Del Valle



Emjay Roman



Daniel Montes



Jed Layson



Danny Chung

Edgar Del Valle

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EDUCATION

California State University, San Marcos

BS Computer Science Information Systems

Graduating December 2023

San Diego, CA

San Diego Mesa College

AS Business Administration

Graduated June 2020

San Diego, CA

WORK EXPERIENCE

Platform Science

Technical Support Specialist

August 2022 – Present

San Diego, CA

- Maintained call time resolution under 10 minutes to lower wait times.
- Resolved over 15 customer technical issues per day and recommended solutions.
- Guided product users through features and functionality.
- Researched and identified solutions to software and hardware issues using provided tools.
- Diagnosed and troubleshoot technical issues, including heavy android application support.
- Properly escalated unresolved issues to relevant internal teams.

EcoATM | Gazelle

Technical Support Agent

March 2021 – August 2022

San Diego, CA

- Achieved 96% kiosk up-time.
- Maintained call time resolution under 12 minutes to lower wait times.
- Documented, tracked, and monitored over 40 cases per day to ensure timely resolution using Salesforce.
- Conducted in-depth technical troubleshooting to correct kiosk-related issues using system tools to diagnose hardware, software, and other machine-related issues.
- Provided feedback and follow-up on kiosk issues, escalating unresolved issues to the appropriate group
- Supported and leveraged other associates within the department to share best practices and knowledge.

FedEx Office

Lead Consultant

April 2017 – March 2021

San Diego, CA

- Demonstrated consultative behaviors to deliver friendly, polite, and expert service to over 50 customers per day.
- Managed production flow to ensure all orders were completed accurately and on time.
- Took customer orders, provided pricing information, and performed consultative selling while recommending FedEx Office products and services.
- Tracked and logged all production jobs and took lead responsibility for digital imaging and scheduling production orders.
- Set up complex orders and managed multiple tasks simultaneously.
- Ensured effective communication among shifts and provided leadership to team members as needed.
- Assisted with financial reporting including daily sales, close-outs, and bank deposits.

SKILLS & INTERESTS

- **Skills:** HTML, CSS, Javascript, ReactJS, NodeJS, PHP, SQL, C++, Python, Linux, Salesforce, git, VSCode.

Emjay Roman

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Education

2018 – Present Bachelor of Computer Information Systems
California State University San Marcos, San Marcos, CA
GPA: 3.5
Expected Graduation: May 2023

Skills

- | | |
|----------------------|------------------------|
| • Documenting | • Writing and Editing |
| • HTML5/CSS | • C++11 |
| • Data visualization | • Meeting Facilitation |

Projects

CheckedOut · HTML5/CSS, JavaScript, MySQL

- Developed an e-commerce website for a restaurant with a team of five.
- GitHub was used for group collaboration.
- Developed homepage and tab header.
- Documented all topics of discussion during meetings.
- Directed meetings back to the main topic.

REM · Java

- Developed a matching game meant to test memory with a team of three.
- GitHub was used for group collaboration.
- Created a component that records user input into a file.
- Evaluated open-source components for reuse.
- Wrote Software Requirements Specification and Proposal.

Smart Home System · system analysis and design

- Designed a smart home system for houses older than twenty years with a team of two.
- Estimated duration of development for each component of the system.
- Determined the priority of each proposed feature for the system.
- Performed requirements specification of each feature of the system.
- Detailed the objectives, inputs, outputs, tasks, and outcomes of each process in the system.
- Proposed deliverables for the smart home system.

Daniel Rehydn Montes

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System Administrator with extensive experience in switching, firewalls, and cloud infrastructure. Also enjoys working in a fast paced tech environment with a pioneering team to empower users by removing technology obstacles.

Education:

Diploma

Oak Hills High School, Oak Hills, CA

May 2016

Bachelor of Science in Computer Information Systems

Cal State University San Marcos(CSUSM)

expected June 2022

Experience:

Systems Administrator

North Coast Church, Vista, CA

October 2016-Present

- Ensure network continuity, stability, and improvement
- Empower users through continuous innovation and by removing technology obstacles
- Provide continuous and prompt communication to all users to enstill confidence and moral

AVID Tutor

October 2016- August 2017

Mission Vista High School, Vista, CA

- Instruct students on various different subjects in school
- Empower students to solve their own problems
- Serve as a role model and mentor to students

Skills:

System/Network Administration:

- Complete network re-design and implementation for mult-site organization
 - Unifi switching
 - Fortigate firewalls
 - Unifi wireless
- Office 365/sharepoint management
- Full multi-site deployment of Cisco wireless network
- Proficient on Dell, Cisco, FS, and Unifi switching
- Facilitate remote work through use of SSLVPN technologies
- Layer 1 network infrastructure deployment
- Implementation and upkeep of Dell and Synology servers
- Documentation of processes and network infrastructure

Computer Language:

- Basics of C++, SQL, HTML, JS, Python

Communication:

- Daily interaction and support to a 300+ user organization

JED LAYSON

San Diego, CA 92114 | 619-808-9236 | layso003@csusm.edu | [LinkedIn](#) | [GitHub](#)

EDUCATION

- 2020 –
Expected 2023 **Bachelor of Science in Computer Information Systems,**
California State University San Marcos
· Cumulative GPA: 3.6
- 2015 – 2020 San Diego Community College District (City, Mesa, Miramar)
· Dean's List 3 years

RELEVANT COURSEWORK

- Computer System Analysis and Design
- Computer Architecture
- Data Structures
- Database Management Systems
- Introduction to Networking
- Operating Systems
- Oral Communication
- Project Management and Practice*
- Software Engineering
- Web Programming

*in progress

TECHNICAL SKILLS/EXPERIENCE

- **Languages:** C++, Java, Visual Basic, Python
- **Web:** HTML, CSS, JavaScript, PHP
- **Databases:** Oracle
- **Software:** Visual Studio, Eclipse, Jira, Trello, Office, Blitzdoc
- **Operating Systems:** Windows, Unix

PROFESSIONAL EXPERIENCE

- Oct 2022 –
Present **Digital Navigator, City of San Diego**
· Assisting community members in learning digital skills, in addition to accessing affordable internet and technological devices
· Understanding the digital divide in the San Diego region and nationally, including policy and funding trends
- July 2022 **SDCC '22 Event Staff, Bandai Namco Toys and Collectibles America Inc.**
· Assisted BNTCA employees with building, setup, and breakdown of workshop areas
· Engaged and controlled large crowds of convention visitors, sharing knowledge of product offering
· Provided clerical assistance as needed
- 2019 – 2020 **Payoff Assistant, Guild Mortgage Company**
· Processed demand requests and payoff wires, meeting deadlines and month end schedules
· Responded to questions and requests for documentation from mortgagors, authorized third parties and other departments
· Mailed payoff surplus refund checks to borrowers
· Provided support as needed with audits and to department members
- 2016 – 2019 **File Room Specialist, Guild Mortgage Company**
· Scanned, filed, and maintained critical loan documents in accordance with corporate conventions; data security; and privacy policies and protocols
· Sorted and merged files, creating complete document records
· Retrieved requested documents and files for auditors

Danny Chung

Murrieta, CA | dannychung6158@gmail.com | github.com/dannychung30

EXPERIENCE

Applications Specialist – LTID Student Assistant June 2022 – Present
California State University San Marcos, Library Technology Initiatives and Development San Marcos, CA

- Tested newly developed functionality and bug fixes in staging and development environments
- Assisted developing and updating webpage content, such as Drupal pages, with HTML, CSS, and JavaScript
- Assisted testing the accessibility and ADA compliance of web pages
- Assisted diagnosing system configuration issues in WordPress and Omeka
- Worked with automation rules in a service desk environment

General Technical Support – LTID Student Assistant Jan 2022 – June 2022
California State University San Marcos, Library Technology Initiatives and Development San Marcos, CA

- Served as an integral part of the Help Desk supporting library staff and patrons
- Used Jira to create, update, and complete support tickets
- Maintained Windows OS workstations; installed/updated software and troubleshooted hardware issues
- Used technical writing skills to create/update documentation in Confluence

Front Desk Attendant Oct 2019 – April 2020
University of La Verne, Randall Lewis Center for Well-Being & Research La Verne, CA

- Created accounts, using the university's software, for Students, Faculty, and Staff
- Answered questions regarding the facility and the different classes we offered
- Rented out equipment to people using the facility, and ensured of their return

EDUCATION

California State University San Marcos San Marcos, CA
Bachelor of Science in Computer Science Expected Graduation: May 2023
Concentration: Computer Information Systems Dean's List, 3.7 GPA Cumulative

PROJECTS

Portfolio Website | HTML, CSS, JavaScript

- Developed a personal portfolio website to display my public projects and other information about myself
- Implemented a responsive design to work on desktop, tablets, and mobile devices
- Made use of the Font Awesome icon pack

CheckedOut | HTML, CSS, JavaScript, PHP, SQL

- Developed a full-stack web application with a team of 5 using the MAMP software to host our back and frontend
- Developed the entire login/logout and account signup functionalities
- Collaborated all our code within a GitHub repository
- Contributed to other team member's code when assistance was needed

Bank Statement Organizer | Python

- Developed a program that takes .csv bank statement files and gives the option to display certain categories of transactions with details of each on
- Made use of python's tkinter package to create a GUI for ease of use

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, Python

Developer Tools: GitHub, VS Code, Jira, Bitbucket