David Serrato

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SOFTWARE DEVELOPER

EDUCATION

CABRILLO COLLEGE
Computer Science / Business

- C++, C#
- Perl, PHP, Python
- HTML5, CSS3, JavaScript, REST, ASP.NET MVC
- MySQL, Oracle, MSSQL

- Solid Data Structures and Algorithms
- High level problem solver
- Brought up to speed quickly
- Confident leading a team

PROFESSIONAL EXPERIENCE

SOFTWARE DEVELOPER
Bay Federal Credit Union - Santa Cruz, CA   2015 - Present
Implemented many automated functions, integrated complex systems, and created new productive business processes.

- **Proven** – Started out as an intern, then hired full-time after exceeding employer's expectations.
- **Efficient** – Bank statement archiving reduced from a 100+ hour manual process to a fully automated one.
- **Quick** – Wrote quality, impactful software with less than one month on the job
- **Helpful** – Integrated the ShoreTel Call System with XenDesktop to give the Help Desk instant call feedback.
- **Cost Saving** – Eliminated hours spent by the call center manually inputting online address changes.
- **Standards** – Worked to increase coding standards, documentation, and deployment.

OFFICE TECH
Tom Ralston Concrete – Santa Cruz, CA   2015 – 2016
Project-based office tasks, such as manipulating Excel Sheets, Job Costing, and automating certain tasks.

- **Fast** – Impressed manager on how quickly tasks were completed.
- **Office Whiz** – Role expanded to other subjects because of my experience in many areas.
- **Innovative** – Created scripts to automate repetitive office type tasks.

MEMBER SERVICES
Bay Federal – Santa Cruz, CA   2012 – 2014
Serve as first contact with the public. Work with members to resolve issues and process various banking transactions.

- **Experienced Service** – Years of working with the public yielded frequently praised service.
- **Professional** – Confident representing the company through letters, email, or over the phone.
- **Quick Learner** – Became a trained representative faster than most new hires.
- **Community Volunteer** – Frequent volunteer within the community.
- **Effective Time Management**- Maintained a 4.0 college grade average during employment.

ASSISTANT MANAGER
Advance America – Santa Cruz, CA   2009 – 2012
Successfully planned and assisted in organizing an independent center to maximize revenue and control costs.

- **Successful Growth** – Achieved consistent revenue of 110% budget for two distinct centers.
- **Relationship Building** – Earned the support of the community through customer service and outreach programs.
- **Award Winning** – Received *Standard of Excellence* for achieving results and leading the division in YOY growth.

TELLER

Bank of America – Santa Cruz, CA   2008 – 2009
Provided bank services to customers.
- **Fast** – Fastest and most efficient teller in the branch
- **High Referrals** – Analyzed customer problems and contributed the highest number of referrals

TECH SUPPORT / CUSTOMER SERVICE

Circuit City – Santa Cruz, CA   2007 – 2008
Provided tech service and computer instruction.
- **Accurate** – Became responsible for files, logs, record-keeping, and other important administrative tasks.
- **Crisis Management** – Handled complex and often frustrated customer concerns, in person and over the phone.
- **Strong Leadership** – Supervised a small group of employees to maximize response times.
- **Technical Expertise** – Experience in a wide range of electronics from computers to printers to external accessories.

PERSONAL PROJECTS

PERSONAL WEBSITE

Personal website for displaying achievements and projects.
- Learned responsive design, the grid, and how to use git as a source control.
- Customized using HTML5, CSS3, and JavaScript/Jquery. Hosted on git-pages.

RASPBERRY PI EMULATOR

Built a working retro game emulator.
- Learned programming on a Raspberry PI, and the unique difficulties of limiting processing power.

ONLINE BANKING

Fictional online banking site to practice interacting with databases.
- Built using a LAMP stack.
- Learned about back-end programming, relational databases, secure login, and security from outside attacks.

BLINKY

Reverse Pacman game.
- Created after first programming class in C++.
- Taught myself the SFML graphical library and built a working, playable game.
- Taught me how much effort goes into making programs and how to research effectively.