

# David Serrato

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[davserrato.github.io](https://davserrato.github.io)

## SOFTWARE DEVELOPER

## EDUCATION

### CABRILLO COLLEGE

AA - Computer Science / Business

- Data Structures and Algorithms
- PHP Website and Design
- Discrete Math
- Computer Architecture

Languages / Technologies

- C++, Python
- HTML5, CSS3, JavaScript, PHP
- Windows Administration
- MySQL, Databases

## PERSONAL PROJECTS

### PERSONAL SITE

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

### EMULATOR

Built a working retro game emulator. Learned about programming on a Raspberry PI, and putting hardware pieces together to create a working project.

### ONLINE BANKING

Fictional online banking site. 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.

## PRIOR WORK EXPERIENCE

### OFFICE TECH

Tom Ralston Concrete - Santa Cruz, CA

2015 - Present

Project-based Office tasks, such as manipulating Excel Sheets & Job Costing. Tech consultant.

- **Excel Expert** - Impressed manager on how quickly tasks were completed
- **Office Whiz** - Role expanded to other subjects because of my experience in many areas.
- **Innovative** - Creating a program in Python that automates repetitive 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 yields 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 the *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 multiple 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.

## SENIOR GAME ADVISOR

GameStop - Santa Cruz, CA

2004 - 2006

Game and system advisor, cashier and sales.

- **Sales Ability** - Increased sales by promoting subscriptions, reservations and selling in-store products.
- **Detailed** - Helped keep detailed entries of all customer trade-ins, reservations and customer information.
- **Trainer** - Trained all new employees on registers, filing and in-store activities.

## ASSOCIATE

Toys R Us

2004 - 2005

Cashiering, stocking, and store maintenance.

## CUSTOMER SERVICE

Santa Cruz Seaside Company

2002 - 2004

Operated the games for the Santa Cruz Beach Boardwalk