

DON MANUEL JOSE

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Dedicated professional at WSU Administrative Services with expertise in IT collaboration, product development, and software engineering. Holds a solid track record in enhancing user experiences and IT project management, showcased by roles at WSU Carson College and Mangalathil Cardamom in India. Pursuing a bachelor's in computer science from Washington State University and proficient in C++, Python, and web technologies. Recognized with the Bright SPOT Award and proven leadership in roles like Leo Club President.

WORK EXPERIENCE

WSU Administrative Services Information Systems

Pullman, WA, USA

Technical Assistant II

June 2023 – Present

- Facilitated collaboration between IT and 3+ departments, resulting in a 20% increase in user feedback for feature prioritization.
- Conducted market research, resulting in the identification of 10+ essential product requirements that bridged IT and development teams.
- Adopted Agile methodologies, leading to a 30% reduction in product iteration time within IT projects.
- Developed product roadmaps annually, ensuring 100% alignment with IT capabilities.
- Boosted user experience satisfaction rates by 15% through championing user-centric design and usability testing.
- Established a QA process, leading to a 99.5% success rate in secure product releases.
- Enhanced product performance monitoring, resulting in 25% more informed decisions and 2x more regular reporting to stakeholders.

WSU Carson College of Business

Pullman, WA, USA

Tier 2 Technician

Aug 2022 – April 2023

Tier 1 Technician

Mar 2022 – Aug 2022

- Configured 150+ devices into the WSU network, ensuring 98% seamless integration with minimal hands-on support.
- Oversaw the setup and deployment of 50+ computer systems, resulting in a 20% workspace efficiency improvement in Student Affairs offices.
- Conducted bi-monthly inventory checks, maintaining a 99% functionality rate of tech resources.
- Resolved 95% of escalated technical issues within 24 hours, showcasing advanced troubleshooting expertise.
- Updated and implemented 20+ software patches and security protocols within the year.
- Facilitated 10+ end-user training sessions quarterly, improving tech proficiency of 200+ staff and students.
- Maintained 100% accurate records of 500+ incidents, promoting a culture of knowledge sharing and continuous improvement.

Mangalathil Cardamom

Kerala, India

IT Manager

Jan 2021 - Dec 2021

- Successfully collaborated with stakeholders, driving the project from inception to execution within 12 months.
- Secured government approvals within 6 months, ensuring 100% regulatory compliance.
- Optimized daily operational management, integrating 5+ IT solutions that boosted business efficiency by 40%.
- Implemented IT asset management strategies, resulting in a 30% increase in IT infrastructure lifespan and performance.

EDUCATION

Bachelor's in Computer Science (Jan 2022 - Present) from Washington State University, Pullman, WA

High School Diploma (Mar 2018) from Mary Mount Public School, India

TECHNICAL SKILLS

Programming languages : C++, Python, Objective C
Web technologies : HTML, CSS
Databases : MySQL
Technologies/Frameworks : Linux, Active Directory, JIRA, Google Cloud Project, Microsoft Azure, Microsoft Intune, MDT, SCCM, Confluence, Dropbox

CERTIFICATIONS

- Google Project Management Professional Certificate
- Leadership WSU (In progress)
- Cougs Lead Program

AWARDS & RECOGNITIONS

- Bright SPOT Award by Vikram Sarabhai Science Foundation
- Best House Debater 2017
- High commendation at IIMUN India 2017

ORGANIZATIONS INVOLVED

- Lions Club International – Served as Leo Club President and District Cabinet Secretary for multiple years.
- WSU International Students Council Co-Finance Chairman 2022
- Member of Phi Delta Theta

ACADEMIC PROJECTS

- Simpletron Compiler** (C++ → LinkedList, Arrays, Stack, Queue, Pointers): A simulated programming language with specific instructions. The application would parse human instructions like READ, SAVE, ADD, SUBTRACT, MULTIPLY, etc. and perform respective actions.
- Bank Management System** (C++ → Arrays, Trees): Developed a simulated banking system where users can add, update, or remove accounts. The user could also deposit and withdraw money or print statements.
- Morse Code Encoder & Decoder** (C++ → Hashmap): An application to encode and decode from plain text to morse code and vice versa.
- Music Manager** (C++ → LinkedList, Arrays): A record management system that allows one to add, edit, delete, rate, save, load, sort, and display.