Juan Rodriguez

(213) 610 - 1994 | juan.rodriguez.517@my.csun.edu | Los Angeles, CA | GitHub

Education

California State University - Northridge   **Northridge, CA**
- Bachelor of Science, Computer Science, GPA: 3.0   Expected: May 2026

Technical Skills

- **Languages:** Python, C/C++, C#, Java, SQL, HTML, CSS, JavaScript (ES6).
- **Tools:** Version Control (Git, GitHub), Agile.
- **Libraries/Frameworks:** Bootstrap, PyTorch, NumPy.

Professional Experience

Accenture | Business Analyst Intern – Quality Assurance   **Los Angeles, CA**
SQL, QA Testing, Database Management   June 2023 - August 2023
- Conducted QA testing on Cisco's purchasing website by running SQL scripts to simulate order processing, ensuring system functionality and enhancing user experience for 10,000+ monthly visitors.
- Collaborated with team members to debug a login issue, restoring development team access to the portal for QA testing, and streamlining the workflow.
- Facilitated and led strategic meetings with Cisco stakeholders, ensuring collaboration with Accenture teams to enhance project outcomes.

Harbor Distributing | Lead Merchandiser   **Los Angeles, CA**
Inventory Management, Time Management, Sales and Marketing   May 2018 – December 2019
- Procured new inventory using data-driven forecasting, maintained detailed documentation, achieved 99% stock rotation compliance, and reduced asset discrepancies by 15% through regular audits.
- Curated engaging product displays, resulting in a 30% sales boost, while efficiently handling customer support inquiries as the primary contact, achieving a 20% reduction in issue resolution time.

LA Café | Shift Manager   **Los Angeles, CA**
Performance Management, Customer Service   April 2015 – May 2018
- Coordinated the restaurant operation, including customer-facing and back-of-house staff, while delivering superior guest services and ensuring customer satisfaction.

United States Navy | Hospital Corpsman   **Corpus Christi, TX**
Adaptability, Critical Thinking   May 2008 – August 2011
- Demonstrated adaptability and critical thinking by assisting in the prevention and treatment of disease and injury, supporting healthcare professionals in delivering medical care to Armed Forces personnel, and providing emergency medical treatment, including initial response in high-pressure combat environments.

Project Experience

Life Score | Technical Support Intern   **Los Angeles, CA**
Flutter Flow, Database Management, Figma   July 2024 - Present
- Provided technical support to users, effectively bridging the gap between technology and end-users to enhance user satisfaction and resolve technical issues.
- Managed relationships with third-party vendors to ensure app functionality and analytics, enhancing overall performance and user experience.

Association for Computing Machinery, CSUN Chapter | Front-End Web Developer   **Northridge, CA**
Bootstrap, HTML/CSS, JavaScript   July 2024 - Present
- Developed and designed the CSUN ACM Chapter website using Bootstrap, HTML, CSS, and JavaScript, which enhanced functionality and design for over 300 computer science students, ACM members, and staff.
- Ensured the website remained functional and up-to-date by performing regular maintenance checks and using Google Analytics to monitor user engagement.
- Increased user engagement and satisfaction by 15% by utilizing problem-solving skills to debug and enhance website features, applying debugging techniques and user feedback to identify and fix issues.

Stelesthetics | Front-End Web Developer   **Northridge, CA**
User Experience Design, Web Design and Development, Webflow   June 2024 – August 2024
- Designed and implemented a modern, user-friendly website using Webflow, ensuring seamless experiences across both desktop and mobile platforms.
- Highlighted and showcased a diverse range of skincare services, including facials, chemical peels, lash lifts & tints, and brow lamination, to effectively attract and inform potential clients.
- Optimized site navigation and booking process, ensuring enhanced client convenience and a 15% increase in appointment bookings.