

Juan Rodriguez

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EDUCATION

California State University - Northridge

- Bachelor of Science, Computer Science, GPA: 3.0

Northridge, CA

Expected: May 2026

Rio Hondo Community College – Whittier, CA

- Associates of Science, Computer Information System and Mathematics

Whittier, CA

May 2023

TECHNICAL SKILLS

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

PROFESSIONAL EXPERIENCE

LifeAid Research Institute | Technical Support Specialist

Los Angeles, CA

Agile Development, Project Management, Customer Service

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.

Stelesthetics | Front-End Web Developer

Los Angeles, CA

Webflow, UX/UI, Data Analytics

February 2022 – Present

- 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.

Accenture | Business Analyst Intern – Quality Assurance

Los Angeles, CA

SQL, Database Testing, Project Management

June 2023 - August 2023

- Assisted in QA testing on Cisco's purchasing website using SQL scripts, contributing to the detection and resolution of bugs, which helped maintain a seamless user experience for 10,000+ monthly visitors.
- Facilitated strategic meetings with Cisco stakeholders, where I collaborated with Accenture teams to enhance project outcomes, gaining valuable experience in cross-functional teamwork and project management.

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 Cafe | 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.

EXTRACURRICULAR ACTIVITIES

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, enhancing its functionality and design for over 300 users. Additionally, I ensured the website's continuous functionality and up-to-date status by performing regular maintenance and monitoring user engagement with Google Analytics, leading to a 15% increase in user satisfaction through effective problem-solving and debugging.