ISAAC MARINERO

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🔗 https://github.com/iceage31580   📍 Los Angeles, Ca

EXPERIENCE

System Administrator (Part-Time)

St. Mary's Academy

📅 10/2023   📍 Inglewood, California

- Managed and maintained a catalog of over 1,500 assets, including computers, headphones, and other devices loaned out to staff and students, ensuring accurate record-keeping and consistent updates.
- Administered Active Directory, Microsoft 365, and SharePoint, providing account management and technical support to staff and students
- Managed electronic data interchange (EDI) processes, ensuring seamless data exchange between internal systems and external partners. Monitored and resolved EDI transaction errors to maintain compliance with industry standards
- Provided Tier 1, 2, & 3 support, resolving hardware, software, and network issues, including internet connectivity and Google Suite access.Collaborated with the Head of School and Director of Finance to report on progress and ensure consistent technology support.
- Implemented and managed Cisco Meraki switches, developed policies for VLANs, and maintained network security and efficiency
- Reduced technology costs by 70% through effective vendor management and negotiation.
- Conducted monthly technology checks and annual device collection, cleaning, and reorganization of student technology carts, maintaining optimal functionality and accessibility

IT/Gaming Support Technician (Night Shift)

The Commerce Casino

📅 02/2022 - Present   📍 Commerce, California

- Expertly troubleshooted and repaired network devices, including switches, routers, and cables, ensuring uninterrupted network connectivity for a network of over 1,000 computers and devices.
- Conducted monthly inventory checks and maintenance for all gaming-related technology, including shuffler machines, ensuring all devices were in optimal condition and tagged appropriately.
- Managed technology storage areas, organized assets, and coordinated the removal of outdated equipment via E-Waste processes
- Provided exceptional customer service while resolving an average of 100 technical tickets per week using ServiceNow.
- Programmed and tested camera modules on Raspberry Pi & Orange Pi devices using Linux, ensuring high-quality video streaming for gaming tables.
- Leveraged PowerShell and SQL to automate database tasks and technical processes, improving efficiency in system performance and reporting

Technology Assistant/Certified Nursing Assistant

Burlington Convalescent Hospital

📅 01/2013 - 12/2022   📍 Los Angeles, California

- Provided technical support and troubleshooting for staff and developers, resolving software and hardware issues to maintain project timelines and efficiency.
- Maintained organized and secure technology storage and workspace environments, promoting safety and efficiency for project teams.
- Managed hospital's Point-Click-Care to provide access and used Excel to create Employee schedules
- Assisted with image management, setup, and cleanup of procedures, and performed data entry under the supervision of certified staff.

EDUCATION

Bachelor in Computer Science

Western Governors University

📅 2023

Associates in Health Sciences

Pasadena City College

📅 2024

Associates in Engineering & Technology

Pasadena City College

📅 2021

Associates in Natural Sciences

Pasadena City College

📅 2020

CERTIFICATION

A+ Network+ Security+

CompTIA

Certified Nursing Assistant

California Department of Public Health

PROJECTS

Social Media Application

📅 12/2022 - 02/2023   📍 Los Angeles, Calforina

🔗 https://github.com/iceage31580/iceage31580-pep-project/tree/master/src/main/java

Revature

- Developed a robust Java-based backend API utilizing JDBC and SQL technologies, responsible for seamless user registration, secure user login, and efficient processing of new message creation

Lovelab

📅 05/2022 - Present   📍 Los Angeles, California

🔗 Lovelab.app

Sol Innovation

- Oversaw the development of new features for the website and application using Python Flask & increased website traffic by 100%
- Managed database using PostgreSQL technologies
- Recruited talent for different aspects of the application development
- Integrated AI into the chatbot to allow for a more unique experience