

# ISAAC MARINERO

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📍 Los Angeles, Ca

🔗 <https://sol-innovation.square.site/>

## EXPERIENCE

### Web Developer (Part-Time)

#### St. Mary's Academy

📅 10/2023 📍 Inglewood, California

- Worked closely with faculty and administration to design and implement new features and updates for the academy's online learning platform.
- Administered Active Directory, Microsoft 365, and SharePoint, providing account management and technical support to staff and students.
- Developed and implemented digital assets and interactive content for the academy's website, contributing to the school's digital marketing and community outreach initiatives.
- 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.

### 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.
- Designed and maintained internal web-based tools using HTML, CSS, and JavaScript to streamline gaming operations and improve user interface for technical support staff.
- Employed Python and SQL to automate database tasks, supporting backend systems for various casino applications.
- 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 perform complex database tasks and automate technical processes, improving efficiency.
- Demonstrated mechanical aptitude by replacing damaged motors, sensors, and electrical components in casino equipment

### Certified Nursing Assistant/IT Assistant (Night Shift)

#### Burlington Convalescent Hospital

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

- Provided bilingual care in Spanish & English for residents, assisting in daily activities such as meals, transfers, and bed-bound patient care
- Supported the IT department by providing design and technical expertise to maintain the hospital's internal website and ensure its usability and accessibility for both staff and residents
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- 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

## 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

### CNA

California Department of Public Health

## PROJECTS

### Social Media Application

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

🔗 <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](https://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