



Israel M. Rios

Full Stack Software Engineer

Team-oriented Software Engineer trained in Agile Methodology. Looking to apply acquired coding skills along with my 3+ years of Technical Support experience towards a Software Engineer position. Passionate to help your team and support web-based applications through the full lifecycle.

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EDUCATION

Certificate in Full-Stack Web Development

The Coding Boot Camp at UCR Extension

08/2021 - 02/2022

Riverside, CA

BA in Administration/Information Management

California State University of San Bernardino

07/2006 - 12/2013

San Bernardino, CA

PERSONAL PROJECTS

ID Authenticator (02/2022)

- This is a face detection application that uses FaceAPI.js and TensorFlow.js. It was created using the full MERN Stack with the collaboration of three colleagues.

Social Network API (12/2021)

- This application is an API for social network web applications. It uses Express.js for routing, a MongoDB database, and Mongoose ODM.

NFT Generator (11/2021)

- This is an NFT generator application that uses Hardhat NPM Package and Solidity to add an image's json file to the Ethereum Block Chain. It was created using a RESTful API and a MySQL database in collaboration with two colleagues.

WORK EXPERIENCE

Technical Support Analyst

Entegral

01/2019 - Present

Anaheim, CA

Achievements/Tasks

- Handle support tickets, evaluate, determine root cause, collaborate with internal and external technical support to ensure 100% problem resolution
- Diagnose and resolve issues for Entegral's proprietary software on Users workstation
- Managed the EHI Vehicle Repair Program for three years
- Maintained the SOPs for onboarding and tracking the EHI Vehicle Repair Program
- Trained and collaborated with new employees to improve the EHI Vehicle Repair onboarding process
- Consistently achieve 100% positive customer satisfaction surveys
- Provide 100% of all Spanish troubleshooting and customer service

TECHNICAL SKILLS

HTML5

CSS3

JavaScript

ReactJS

MySQL

MongoDB

NodeJS

ExpressJS

Agile

Visual Studio

SOFT SKILLS

Teamwork

Adaptability

Verbal & Written Communication

Leadership

Flexibility

Attention to detail

Coachability

CERTIFICATES

SEO Fundamentals (05/2022)

Online Course - Pluralsight

Full Stack Web Developer (02/2022)

Online Program - The Coding Boot Camp at UCR Extension

HTML, CSS, and JavaScript: The Big Picture (09/2020)

Online Course - Pluralsight

LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Native or Bilingual Proficiency

INTERESTS

Tech

Cooking

Soccer