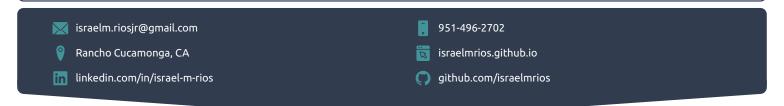# Israel M. Rios
Full Stack Software Engineer

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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📍 Rancho Cucamonga, CA
in linkedin.com/in/israel-m-rios

📱 951-496-2702
🖱 israelmrios.github.io
github.com/israelmrios

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

Contact : Daniel Sanchez - 714-321-6022

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