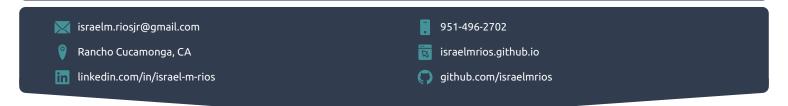


# Israel M. Rios

#### 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.





#### 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











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



#### Enalish

Native or Bilingual Proficiency

#### Spanish

Native or Bilingual Proficiency



Tech Cooking Soccer