

Joshua Guerrero

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SUMMARY

University of Alaska graduate with a Bachelor's of Science in Interdisciplinary Studies and a minor in Computer Science. Previous work in multiple information technology fields including computer repair and support for the University of Alaska as well as programming internships including with the Geographic Information Network of Alaska. Background with computer software programming and architecture with high level of mathematics and problem solving skills. Interdisciplinary focuses with chemistry, biology, graphic design, English, ethics, and communication. Previous experience in telecommunication field as retail agent with responsibilities including managing customer records, service agreements, troubleshooting, and correspondence.

EDUCATION:

University of Alaska Fairbanks
2013-2018 | Final Year GPA: 3.23

Bachelors of Science in Interdisciplinary Studies
Minor of Computer Science

Sample of Completed Courses:

CS F301: Assembly Language Programming
CS F311: Data Structures and Algorithms
CS F321: Operating Systems
CS F371: Computer Ethics and Technical
Communication

CS F372: Software Construction
MATH F201X: Calculus II
MATH F307: Discrete Mathematics
COMM F322: Communication in
Interpersonal Relationships in the
Workplace

SKILLS:

- **PROGRAMMING EXPERIENCE:** Javascript, ES6, HTML + CSS, React.js, React-Redux, Node.js, Docker, Postgres, Redis, C++, Git
- Computer software and hardware troubleshooting and repair
- Experience with confidential record handling and adhering to FERPA guidelines
- Remote troubleshooting and assistance over phone an email correspondence

MOST RECENT EMPLOYMENT:

GENERAL COMMUNICATION INC. (GCI) – FAIRBANKS, AK 01/2019-04/2019

Specialist 1, Customer Experience

- Engaged with customers in order to setup, modify, or disconnect services.
- Go through breakdown of bills and prorates of monthly service agreements.
- Activated services with monthly billing agreements and installment plans.
- Enrolled and recertified customers in government Lifeline services following official protocols and verification.
- Corresponded with customers via phone calls and emails for service updates and related issues.
- Provided technical support for mobile phone and service issues.
- Disconnected service plans and managed record of equipment rental returns.
- Nightly cash and check deposits, verification, and reconciliation.

UNIVERSITY OF ALASKA FAIRBANKS 9/2015-11/2018

Office of Information Technology (OIT)

Student Employee: Service Desk/Staff Support

- General troubleshooting and maintenance of both student and university-owned laptops, computers, and machines.
- Customer-facing Service Desk operations. Duties include creating service tickets for university students and staff, intake and labeling of serviced hardware, organizing and distributing service tickets to appropriate OIT departments, providing technology support over the phone, assisting with walk-in requests.
- Provided support for full-time university staff members. Duties include creating and maintaining staff service tickets, batch-reimaging staff machines, connecting machines and printers to the network, scheduling appointments to provide tech support around campus, helping with staff on higher-level projects.

Recent Programming Projects:

REACT FACIAL RECOGNITION

<https://j-guerrero.github.io/react-face-recognition-brain/>

Takes user submitted image URLs and returns bounding boxes of faces detected.

Resources Used: React.js, Node.js, Postgres, Redis, AWS Lambda, Clarafai API, ES6

REACT PROFILE LIST SEARCH

<https://j-guerrero.github.io/robofriends/>

Populates list of fake profiles using JSONPlaceholder data and Redux for real-time filtering of list using state-containers

Resources Used: React.js, React-Redux, Robohash, ES6