

Jonathan Medrano

Contact

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Education

Calif. State University Sacramento
BS in Computer Science with a
minor in Mathematics
December 2024

Achievement:

Dean's Honor List (2022 – 2024)

Relevant Coursework:

Discrete structures and algorithms,
object-oriented programming, data
structures, SQL database,
networking, API, computer system
attacks and countermeasures,
computer forensics principles and
practices

Key Skills

Programming & Scripting:

Java, Python, JavaScript, Ruby,
HTML, C++, R, HTML, CSS, React,
Node.js, Express.js

Tools and Technologies:

VSCode,
Oracle, Wireshark, VirtualBox, Kali,
Splunk, Autopsy, Express.js,
GitHub, Git, AWS, Microsoft Suite,
Jira, SQL, NoSQL, Postman

Interpersonal:

Communication,
Curiosity, Analytical, Perseverance,
Teamwork, Logical Reasoning,
Coordination, Facilitation, Time
Management, Listening and
Following Direction, Adaptability

Work Experience

January 2021 - Current

Technical Support/Service Coordinator • Instacart • Sacramento, CA

- Resolve service issues quickly by reviewing logs, correcting order data, and using internal tools, applying data administration to maintain system accuracy
- Provide technical support by troubleshooting app issues, reporting system errors, and following structured procedures to maintain service continuity during updates, delays or high-volume periods
- Use internal dashboard and performance metrics to track order fulfillment, flag delays, and ensure compliance with delivery standards
- Adapt to evolving business processes and technology updates by implementing new app features, documenting system changes, and supporting team communication during transitions

August 2013 - 2020

Special Ed Paraprofessional/Technical Support Assistant • Stockton Unified School District • Stockton, CA

- Provided technical support for troubleshooting educational software and hardware, ensuring effective setup of digital learning tools and cloud-based application
- Implemented IT by providing equipment for testing platforms and maintained classroom tech to ensure optimal use of educational resources
- Assisted students with educational software such as online math/science learning platforms and cloud-based word processing tools, supporting digital literacy and instructional goals
- Collaborated with educators to monitor student progress and adjust learning strategies, contributing to business processes in education

Volunteer Experience

August 2022 – December 2022

Developer • Five9 • Sacramento, CA

- Developed a real-time dashboard to monitor call center performance, aligning data delivery with business processes
- Conducted quality assurance testing, identified bugs, and optimized system performance using System Development Lifecycle (SDLC) methodologies and tools
- Built the platform with JavaScript, Node.js, Express, MongoDB and Mongoose

January 2024 – December 2024

Full Stack Developer • The Lamby Shop • Sacramento, CA

- Implemented secure checkout and user authentication, following software engineering best practice and SDLC methodologies
- Led API documentation and frontend guides, supporting the long-term sustainability and maintainability of the application
- Independently tested features, incorporated UAT feedback, and enhanced platform performance with monitoring tools
- Applied data administration techniques, leveraging AWS Amplify, DynamoDB, and Stripe to enhance e-commerce platform performance
- Built using React Framework, JavaScript, Node.js, Tailwind CSS