Jayce Hopia

Eden Prairie, MN – 55344 - (952)-221-2810 - jhopia19@outlook.com - www.linkedin.com/in/jayce-hopia/ - https://github.com/jdhopia

Education

Bachelor of Science in Computer Science   Expected February 2025
Concordia University St. Paul

Professional Experience

IT Technical Analyst II Intern, Hennepin County, Minneapolis, MN   September 2024 – Present
- Resolve an average of **15+ technical support tickets weekly** across hardware, software, and network systems.
- Administer **Active Directory** by provisioning 50+ accounts monthly, optimizing security groups, and improving user access efficiency.
- Utilize **HaloITSM ticketing system** to track and prioritize IT support requests, improving resolution time by 30%.
- Contribute to **SharePoint & OneNote migrations**, ensuring proper permission setups and data organization.
- Assist in cybersecurity initiatives, strengthening data security compliance.
- Demonstrate strong problem-solving and communication skills when explaining technical solutions to non-technical staff.

Associate Software Engineer, Love Collar Inc., Fort Myers, FL (Remote)   July 2022 – July 2023
- Developed and maintained an **e-commerce website** using **WordPress, WooCommerce, and AWS**.
- Integrated **NFC-reading capabilities** for mobile devices, collaborating with the CTO on feasibility and implementation.
- Configured and optimized an **open-source PHP-based platform**, improving UI responsiveness and **MySQL database efficiency**.
- Customized **JavaScript and HTML/CSS** elements to enhance the brand's web presence.

Tire Sales Representative, Costco, Eden Prairie, MN   August 2023 – November 2024
- Advised customers on tire options, resulting in a **15% increase in sales for the warehouse.**
- Assisted in scheduling and coordinating installations to optimize service efficiency.
- Maintained a high level of customer satisfaction through professional service and product knowledge.

Key Skills

- **Programming & Web**: Java, Python, HTML, CSS, JavaScript, PHP
- **Databases & Cloud**: MySQL, AWS, Azure, XAMPP
- **IT & Security**: Windows Server, Active Directory, Networking, PowerShell, SharePoint
- **Tools & Collaboration**: Jira, GitHub, VSCode, HaloITSM

Leadership & Extracurricular

- **Assistant Coach** – Minnesota Blue Ox Junior Hockey Team (2023-Present)
- **Former Team Captain** – Minnesota Blue Ox USPHL Hockey (2020-2021)