

Josue Franco

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EXPERIENCE

IT Assistant

Sept 2021 - Present

Le Grand High School District | Le Grand, CA

- Provided technical support to 75 staff, raising resolution efficiency by 20%.
- Proactively monitor and manage user computer systems using automation tools and monitoring systems.
- Knowledgeable in conducting system tests to determine the root cause of issues and implementing effective solutions.
- Became an expert in a wide range of software programs and hardware platforms through continuous training, able to provide assistance for any issue.

After-School Instructor

Jan 2018 - Jan 2022

Golden Valley High School/California Teaching Fellows Foundation | Merced, CA

- Tutored students in a 1:1 setting to improve grades and confidence in academic subjects, averaging a grade increase of 2 letter grades per student
- Successfully managed a classroom of up to 30 students at a time while still providing quality individualized instruction
- Created individualized lesson plans for each student based on their strengths and weaknesses identified through pre-assessments

Store Manager Assistant

July 2017 - Sept 2017

Does Your Mother Know | San Francisco, CA

- Provide exceptional service to customers to ensure they are highly satisfied with their experience.
- Assist in the training, and supervision of three new staff recruits two months after being hired myself.
- Provide exceptional customer service to ensure high levels of customer satisfaction

EDUCATION

Coursera | Meta Front-End Developer

Jun 2023-Present

Eight-month coding program, developed by Meta, that covers Front-End development including HTML, CSS, Javascript, libraries (React), frameworks (Bootstrap), & web development

Coursera | Google IT Professional Support Certificate

May 2022-Jan 2023

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

University of California-Santa Cruz | Bachelor in Physics

Oct. 2020-Dec. 2022

Major in Physics; Minor in Computer Science.

FreeCodeCamp | Front End Development Certification

Feb 2020-Aug 2022

Combined time of 1500 hours completed between three courses, developed by FreeCodeCamp, that covers everything from HTML to React with labs and projects posted on my GitHub. Obtained three certifications: Responsive Web Design Certification, JavaScript Algorithms and Data Structures Certification, and Front End Development Libraries Certification

Merced College | Associates in Physics & General Ed.

Aug. 2018-June 2020

Graduated with Associates in Physics

SKILLS

HTML/CSS | JavaScript | Python | IT | SQL | Git | DataStructures/Algorithms | Problem-Solving | Teaching