Jimmy Dagum, Jr.

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Education

University of Nevada, Las Vegas   Las Vegas, NV
Bachelor of Science in Computer Science   *Expected Graduation May 2026*

Technical Skills

Languages: C++, C, Python, JavaScript, PHP, HTML, CSS, SQL, x86-64 ASM/MIPS, MATLAB, Simulink
Libraries: React, React Redux, Bootstrap, Framer Motion
Developer Tools: Git, Bash, Proxmox, SSH

Experience

Software/Systems Engineer Intern   May 2024 – December 2024
NexOasis – Enterprise Security   *Las Vegas, NV (Remote)*

- Engineered a web UI for automated VM cloning and secure file transfer via SSH, using Python, PHP, JavaScript, CSS (Bootstrap), and HTML, reducing manual intervention by 80%
- Designed and implemented MySQL data models to manage user-specific roles and associate virtual machine IDs with parsed cron jobs, facilitating the automated cloning process and secure file transfers; improved data retrieval speed by 30%
- Configured a Proxmox environment to host dozens of virtual machines serving as certificate authorities
- Implemented a Gitea Git server for 5 interns, hosting multiple repositories in a secure environment closed to outside users

Information Technology Support Consultant   Dec 2023 – May 2024
University of Nevada, Las Vegas   *Las Vegas, NV*

- Architected a web application using ReactJS and in-house APIs to visualize real-time solar energy data across 16 buildings and local weather conditions for UNLV
- Designed a Python-based solution to extract data from three separate databases, identifying missing key cards
- Automated data consolidation of over 10,000 work orders and related surveys using JavaScript in Google Sheets
- Provided technical support to over 250 UNLV staff in 19 buildings, including troubleshooting hardware and software issues, configuring new computers with operating systems, software applications, and networking settings
- Maintained an inventory of over 300 computers and equipment with regular audits to track the location and status of each computer

Customer Service Representative   Jan 2023 – May 2023
TTEC   *Las Vegas, NV*

- Managed incoming communications from at least 30 customers daily, navigating and resolving complex inquiries and issues
- Ensured high efficiency by checking on customers every 30 seconds while managing multiple tasks under pressure

Audio Visual Technician   Sep 2019 – Dec 2019
University of Nevada, Las Vegas   *Las Vegas, NV*

- Performed audio and visual patching to redirect signals between three separate sections of an auditorium, showcasing technical proficiency in AV infrastructure management
- Operated audio and lighting mixers during live performances and events consisting of ten to hundreds of people
- Collaborated closely with managers to set up dozens of computers, speakers, and projectors daily

Projects

Catharsis | *ReactJS, CSS, HTML, SQL, Git*

- Created a React-based web app to host hundreds of photos and music libraries
- Established an optimized database system via PostgreSQL for efficient storage and asynchronous retrieval of user information, with the capability of thousands of users
- Integrated a 2-Factor authentication system using SMTP servers, enhancing user account security by 99%
- Reduced 10 differing states to a single global state via React Redux for streamlined music player state management

Battery Workforce Challenge (UNLV) | *MATLAB, Simulink, Git*

- Developed an advanced car battery cell simulation utilizing comprehensive data from the hardware team; increased model accuracy by 30% and shortened prototype development cycle by 20%
- Engineered software for assessing car battery health and charge levels using SoC and SoH algorithms via the Kalman Filter in MATLAB/Simulink, increasing the accuracy of charge level readings by 25% and reducing live code execution time by 10 seconds