Jorge Mondragon

Information Technology

Enthusiastic college graduate eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in Software Engineering and Hardware Engineering.

Work History

2019-07 - Current

Field Support Analyst I

San Manuel Casino , Highland, CA

- Diagnosed and troubleshot problems, repairing and restoring machines to peak performance.
- Trained customer employees and managers on machine use and maintenance.
- Improved Onboarding process by 25%

2016-08 - 2020-06

Computer Specialist

San Bernardino City Unified School District, San Bernardino, CA

- Managed and maintained on-site IT TicketOS ticketing system
- First point of contact for all IT & technical support
- Patched software and installed new versions to eliminate security problems and protect data.
- Configured hardware, devices and software to set up work stations for employees.

2017-11 - 2018-02

Technical Support Specialist

Apple

- Maintain a high level of display of merchandise, to ensure the elegant appearance of the store.
- Resolved customer complaints in a professional manner while prioritizing customer satisfaction
- Communicated with customers and fulfill their Apple needs

Education

Contact

Address
San Bernardino, CA, 92407

Phone
(909) 205-9168

E-mail
jmdragon8@gmail.com

LinkedIn
https://www.linkedin.com /in/jorge-mondragon-036b66

Skills

Verilog
●●●●○

Python
●●●●○

C++
●●●●○

Java
●●●○○

Swift
●●●●○

C
●●●○○

Resource Allocation
●●●○○

CAD development
●●●○○

MATLAB
●●●○○

2015-08 - 2020-06

Bachelor of Science: Computer Engineering

California State University - San Bernardino - San Bernardino, CA

- Minored in Computer Science
- Dean's List Winter and Spring 2020
- Coursework in Robotics, Verilog and Artificial Intelligence

HTML And XML

Code Reviews

Languages

Spanish

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