Joshua Nieto

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SUMMARY OF QUALIFICATIONS

Consistently driven to excel in every endeavor, I bring a dynamic approach to my work, always striving for top-tier performance. I am a detail-oriented, proactive communicator with a strong drive to learn and grow. My five years of customer service experience has taught me exceptional interpersonal skills. Using my vast knowledge in different coding languages I am eager to contribute to dynamic teams. My goal is to develop strong technical skills while expanding my knowledge within the Computer Science field.

- Intermediate professional in Java and C++ with some experience in Python, HTML and MySQL
- Experienced in Microsoft 360 as well as end-user management
- Entry-Level professional in the Linux/UNIX environment
- CJIS Certified and familiar with various Tyler Technologies products

EDUCATION

Bachelor of Science in Computer Science   May 2024
Texas State University, San Marcos, Texas
Minor: Mathematics
GPA: 3.2
Dean's List: Fall 2022, Spring 2023
Relevant Coursework: Object Oriented Programming, Computer Architecture, Software Engineering, Data Structures, Parallel Programming, Computer System Security, Computer System Fundamentals, Data Mining

RELEVANT EXPERIENCE

IT Technician   July 2024 to Present
Guadalupe County, Seguin, Texas
- Provide technical support while ensuring system security compliance with CJIS standards by identifying and mitigating vulnerabilities across government systems to protect sensitive data.
- Manage user accounts, permissions, and access control on domain systems and Tyler Technology software, following strict security protocols to prevent unauthorized access and safeguard sensitive data.
- Efficiently manage multiple responsibilities in a fast-paced environment, consistently prioritizing and resolving technical issues while adapting to shifting priorities and deadlines.

Shift Lead   August 2023 to June 2024
Best Buy, New Braunfels, Texas
- Provide exceptional customer service, leading by example, and setting high standards for the team.
- Oversee daily store operations with a focus on optimizing efficiency and productivity, resulting in an improvement through peer feedback and training.
- Demonstrate strong leadership skills by effectively managing a diverse team of employees.

Software and Game Tester   May 2020 to February 2022
10 Chambers, Remote
- Provide detailed feedback on balance and difficulty of pre-released content.
- Collaborate with colleagues to test software and gameplay bugs.
- Conduct thorough testing to create an accurate Jira report for game developers.