

JOSUE HERNANDEZ

415-374-3701 | Joshuamo574@gmail.com | San Francisco CA, 94107

EDUCATION

San Francisco State University – B.S., Computer Science

2020 – 2025

WORK EXPERIENCE

IT Engineer Intern, Patreon, San Francisco, CA

04/2024 – 06/2024

- Provided comprehensive technical support for local and remote employees, troubleshooting and resolving issues with laptops, software, and mobile devices, ensuring minimal downtime and seamless operations.
- Assisted IT Systems Engineers in managing and optimizing Patreon's collaborative service catalog, including tools like Okta, Zoom, Google Workspace, Slack Enterprise, and Jira, enhancing the efficiency and reliability of these services.
- Supported the setup and production of internal audio/visual events and maintained corporate asset inventory, demonstrating strong organizational and technical skills in a fast-paced environment.

Software Engineer Volunteer, Code.Org, San Francisco, CA

09/2023 – 05/2024

- Developed user-friendly pop-up elements using React.js, focusing on clean, responsive design and seamless integration with existing UI components.
- Designed and implemented keyboard navigation features in pop-ups, ensuring accessibility and an inclusive experience for users with different navigation needs.
- Conducted thorough testing of updated components locally and across multiple browsers and devices to guarantee a seamless user experience.

Full Stack Software Engineer Fellow, Uber, San Francisco, CA

05/2022 – 08/2023

- Designed user-friendly interfaces with Figma, focusing on creating a seamless and intuitive experience for end-users.
- Developed a full-stack web application using React.js, Node.js, and PostgreSQL, highlighting community-based resources for underserved San Francisco Bay Area communities, enabling easy access to various organizations.
- Deployed the application using Docker and Heroku, ensuring scalability while adhering to industry standards in software development.

Community Technology Associate, Dev/Mission, San Francisco, CA

01/2022 – 08/2022

- Played a key role in launching digital literacy programs under the pilot CTA program, concentrating outreach efforts in the Fillmore and Hunters Point communities. Focused on educating senior citizens on essential digital skills, providing crucial resources and support to bridge the digital divide.
- Provided on-site free technical support to affordable housing residents.
- Assisted in Dev/Mission's Refurb-A-Thon events, focusing on the distribution of refurbished computers to community members.

Pre-Apprenticeship Associate, Dev/Mission, San Francisco, CA

01/2022 – 08/2022

- Completed 130 hours of training, covering:
- IT Fundamentals (Hardware, Software, Operating Systems)
- Introduction to Programming (HTML, CSS, JavaScript, jQuery, Bootstrap)

SKILLS

Languages: English, Spanish

Analytical Skills: Data analysis, critical thinking

Programming Languages: Java, C, C++, React.js, Node.js, MATLAB, Python, JavaScript

Software Development: Data Structures, Algorithms, Object-Oriented Programming (OOP)

Version Control: GitHub collaboration

Soft Skills: Communication, Teamwork, Adaptability, Problem-solving, Work ethic, Leadership, Creativity

PROJECT AND CERTIFICATIONS

Google IT Support Certification | Apr 2023

PuentesSF | [PuentesSF](#) | Aug 2022