

John Valeriano

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WORK EXPERIENCE

Texas Tech University

June 2018 – Present

Student Computer Technician Assistant

Lubbock, TX

- **Maintained** hardware & software components on computer stations & IT equipment.
- Handled support tickets with both software & hardware issues, **evaluated**, & **collaborated** with supporting technicians to ensure the conflict was 100% solved.
- Preserve & install company hardware **without interrupting** staff workflow.
- **Communicate** with team by implementing Slack & **Jira** to consistently check through daily tasks.

Presidio ISD

July 2017 – August 2017

Data Entry

Presidio, TX

- Reviewed work orders and **accurately input data** into company database. Flagged accounts needing additional services and routed this information to appropriate teams to **prevent service delays**.
- Stepped in to answer phone calls and assist with other office duties during periods of heavy workflow
- Improved the timeliness and **accuracy** of data entry processes, reversing longstanding issues of delayed chargebacks and erroneous invoicing.

Presidio High School

August 2015 – May 2017

IT Intern

Presidio, TX

- Involved in numerous workshops, which included **Time Management** & Presentation Skills
- Given the **responsibility** along with a small number of students to manage school computers and equipment.

EDUCATION

Texas Tech University

Spring 2021

Bachelor's Degree in Computer Science

Lubbock, TX

- A member of the FSA (Filipino Student Association); **3.37/4.0 GPA**
- Joined the **Dean's List** (Spring 2017 & Spring 2019) while being in good academic standing with the University
- Participated and competed in the 2018 Winter Slam Basketball event

SKILLS & INTERESTS

- **Skills**
 - Bilingual in both **Filipino** & English
 - Worked with **C++**, HTML & CSS, **C#**, Unity, and Java.
 - Some experience in Bootstrap, GitHub, Visual Studio, **Angular**.
 - Expert experience in **Computer Repair**
 - Very **vocal** & communicates well while going along with a team
 - Time Management
 - Athletic
- **Interests:**
 - Video Game Design
 - Basketball & Weightlifting
 - Indie Music
 - MCU
 - Traveling
 - Game of Thrones (Pre-Season 8)