Joshua Jefson Romulo

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Education

Bachelor of Science, Computer Science, California State University, East Bay   *May 2023*
Degree Verification: https://wapps1.csueastbay.edu/cediploma/
Degree ID: 23AA-43NA-J4O5
Awards: Dean's List 2022

Technical Skills

<u>Certifications</u>: HTML and CSS in Depth (Coursera) Version Control (Coursera), Programming with JavaScript (Coursera), Introduction to Front-End Development (Coursera)
<u>Languages</u>: Python, JavaScript, C++, Java, HTML5, CSS3, PHP
<u>Database</u>: MySQL, SQLite, SQL
<u>Libraries</u>: React
<u>Version Control</u>: Git, GitHub
<u>Networks</u>: Routers, Switches
<u>Software</u>: Microsoft (Azure, Word, PowerPoint, Excel, Outlook, Teams), Visual Studio Code, Notepad++
<u>Soft Skills</u>: Customer service, Communication, Managing Multiple Tasks, Critical thinking, Teamwork
<u>Courses</u>: Analysis of Algorithms, Data Structures, Website Development, Object-oriented Programming in C++, Structured Programming in C++, Assembly Language Programming, Android Programming, Security and Information Assurance

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Experience

Information Technology Help Desk Technician   *Nov 2023 - Present*

California State University, East Bay   Hayward, California
- Document technical issues and take ownership of escalating issues to the appropriate resource.
- Troubleshoot issues related to hardware, software, networking, and phone systems.
- Ensure security and privacy of networks and computer systems.
- Azure administration of user accounts for employees throughout the company.
- Deployment of computers using Microsoft AutoPilot
- Communicate with end users as required, keeping them informed of impending changes.

Information Technology Services (ITS) Accessibility Production Analyst   *Sep 2021 - Oct 2023*

California State University, East Bay   Hayward, California
- Providing triage services to the ICT process via campus ticketing system (Service Desk) using ServiceNow.
- Review ICT request content & facilitate communication with campus requesters and vendors as needed.
- Processing student requests for physical and electronic course materials and textbooks into Accessible Format using Assistive Technology and OCR software.
- Answering general phone calls.
- Drafting and sending emails to students and professors.
- Upholding of an electronic inventory.

Projects

Information Technology Concepts Testing Suite [JavaScript, CSS, HTML, React]
- Built a testing suite comprised of multiple choice and fill-in modules by which users who are preparing for the CompTIA 220-1101 exam are able to demonstrate and refine their knowledge for said exam.
- Implemented a randomized algorithm such that upon page refresh of the web app, the questions for the testing suite are scrambled in a different order along with their respective questions.
- Provides feedback for the end user whether they selected/entered the correct answer for the respective question.
- https://github.com/jromulo745/react-personal-website | https://www.joshuajefson.com/

MacOS Low/High Battery Percentage Indicator [Python, AppleScript, OsaScript]
- Created a python-based detection script informing the [macOS/Linux] user if the battery level is at/below 20% or is at/above 80%, so as to prolong the battery health of the device using the script.
- https://github.com/jromulo745/battery-checker