

# Joshua Jefson Romulo

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## University Education

**Bachelor of Science, Computer Science**, California State University, East Bay

May 2023

Degree Verification: <https://wappls1.csueastbay.edu/cediploma/>

Degree ID: 23AA-43NA-J4O5

Awards: Dean's List 2022

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## Technical Skills

Software/Tools: Azure Active Directory, PowerShell, Visual Studio Code, IntelliJ IDEA, Xcode

Ticketing Systems: ServiceNow, SysAid

Languages: Python, Java, C, C++, JavaScript, TypeScript, HTML5, CSS3, Kotlin, Swift

Libraries/Frameworks: React, NextJS, Tailwind CSS, React Native

Version Control: Git, GitHub

Management: Agile, Scrum

Certifications: Coursera: Programming with JavaScript, Version Control, HTML & CSS in Depth

Relevant Coursework: Analysis of Algorithms, Data Structures and Algorithms, Software Engineering, Computer Networks, Computer Architecture, Security and Information Assurance, Website Development,

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## Work Experience

### IT Help Desk Analyst

Acuren Engineering – 40 hours/week

Nov 2023 – Present

- Analyzing issues related to software, hardware, 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 PCs using Microsoft Autopilot.
- Review and prioritize outstanding support requests.

### IT Accessibility Production Analyst:

Sep 2021 – Oct 2023

California State University, East Bay – 40 hours/week

- Providing triage services to the ICT process via the campus ticketing (ServiceNow).
  - Review ICT request content & facilitate communication with campus requestors and vendors as needed.
  - Provide virtual and front-line support to students, faculty, and staff to ensure timely access to accessible materials.
  - Processing student requests for physical and electronic course materials and textbooks into accessible format using assistive technology and OCR software.
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## Projects

### IT Assessment Quiz Application [TypeScript, NextJS, AWS Amplify]

- Built a testing application comprised of multiple choice and fill-in modules by which users who are preparing for the CompTIA 220-1101/1102 exam can demonstrate and refine their knowledge for said exam.
- Implemented a randomized algorithm such that upon page refresh of the web app, the questions become rearranged in a different order.
- <https://joshuajefson.com/pages/apps> | <https://github.com/jromulo745/nextjs-personal-website>

### Unix-based Custom Battery Notifier [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%, to prolong the battery health of the device using the script.
  - Implemented a sound notification when the battery levels reach the polar thresholds.
  - <https://github.com/jromulo745/battery-checker>
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