Jose Sahagun

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Skills

Technical: HTML | CSS | Javascript | React JS | MySQL | Git | Bash | Python | Cryptology/encryption |

Business: Customer Service | Teamwork | Communication | Problem-solving | Emotional Intelligence | Growth Mindset

Education

Bachelor of Science in Software Engineering, Expected Graduation: August, 2025

Western Governors University, Online

- Relevant Coursework: Scripting and Programming , Database Management, Hardware and Operating Systems Essentials, Network and Security

Full Stack Web Development | Coding Bootcamp Completion: 2018

UC Berkeley Extension

Bitcoin Protocol Development Completion: 2022

Chaincode Labs

Google IT Support Professional Completion: 2023

Experience

San Domenico School - San Anselmo, CA | Technical Support Specialist | July - Present

- Configure and manage Macs, iPads, and PCs of over 400 students, teachers and staff with MDM software Jamf
- Maintained over 98% satisfaction of technical support tickets on Zendesk
- Provided documentation, tutorials and resources for systems distributed through Google Workspace
- Developed and deployed an automation script to delete files on communal computers on a weekly basis
- Conducted thorough testing of solutions prior to deployment, identifying and addressing potential issues to minimize operational impact.

pai Labs - Novato, CA | Freelance Web Developer | 02/2013 - Present

- Handled e-commerce web development for brands increasing visitors online by 150%
- Developed website plans for 100+ businesses to increase interactions (UI/UX & SEO)
- Conduct research by attending industry professional keynote events and reading peer-reviewed articles
- Collaborated with artists and published AR filters for social media accounts on Facebook and Instagram increasing engagement by 65%

Apple Inc. - Corte Madera CA | Product Specialist | 10/2010 - 12/2012

- Improved user experience by adapting 1,000+ users to Mac and iOS Apple ecosystem
- Diagnosed and troubleshooting for 3,000+ devices using internal and external resources

Projects

Timechain Cube | HTML, JS, CS, Vite

BTC / XAG / XAU Spot Prices | React JS

pai Labs | HTML, CSS