

# JUAN F. HINOJOSA

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## EDUCATION

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### **The University of Texas at Austin**

*Expected Dec 2016*

Bachelor of Arts, Economics

Certificate: Elements of Computing, Computer Science Department

Certificate: Business Foundations, McCombs School of Business

## EXPERIENCE

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### **Texas Medical Liability Trust – Information Technology Intern, Austin, TX.**

*June 2015 – August 2015*

Database Application Programmer

- Developed SQL scripts to update client policy status and values in back-end database tables
- Developed queries to troubleshoot missing or incorrect values in front-end database application

System Administrator

- Maintained users' computer systems for daily operations by troubleshooting software and hardware issues, deploying computers, and configuring both systems and applications
- Managed user profiles, network drives, email accounts, and permissions through Active Directory and Microsoft Exchange Server

### **University of Texas Information Technology Office – Team Leader, Austin, TX.**

*August 2014 - Present*

- Provide IT Support for University of Texas faculty and students
- Diagnose issues and repair hardware and software daily
- Research and implement new technologies for Helpdesk and users

### **College Works Painting - Marketing & Sales Manager, Austin, TX.**

*January - May 2014*

- Generated over 20 leads and converted 75% of estimates into projects worth \$2,500 each
- Created and implemented marketing strategy to build customer database in Austin
- Analyzed client characteristics and needs to develop business fair proposals
- Communicated with potential and confirmed clients through one-on-one meetings
- Recruited four members whom I coordinated to market new geographical locations

### **T-Mobile Inc. - Retail Sales Associate, Austin, TX.**

*September - December 2013*

- Surpassed November sales quota and ranked as top seller for generating the highest revenue in store
- Received a perfect score in Voice of Customer (VOC) reviews submitted by clients
- Communicated features of smartphones and carrier services to customers

## ACHIEVEMENTS

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### **Netflix Prize Cinematch<sup>SM</sup> Contest – Software Development**

*Fall 2014*

- Accomplished Netflix's Prize Cinematch<sup>SM</sup> Contest by developing a movie recommendation application in Python Programming Language
- Application traversed over 5GB of customer rating data and produced < 1.0 error in under 30 seconds

## LEADERSHIP

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### **Information Technology Office – Team Leader, Austin, TX**

*August 2015 - Present*

- Direct projects and duties for workplace
- Manage scheduling for ITO Team
- Tier 2 Help Desk Specialist

## SKILLS

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- **Technical Skills:** Experienced in Python, SQL, and HTML. Proficient in Windows OS and Apple OSX, Windows NT, UNIX, Windows Server 2008, Microsoft Exchange Server, VirtualBox, and VMware. Github Version Control tool.
- **Language Skills:** Native Spanish and fluent English
- **Hobbies:** New Technologies (Drones, Wearables), International Soccer, trail biking