**Juan Guillermo Partida**

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**EDUCATION**

**California State University, Fullerton**

*Bachelor of Arts in Business Administration*

*Concentration: Information Systems*

**Winter 2021**

Major GPA:3.6

Cumulative GPA:3.3

**Oregon State University Winter 2023**

*Bachelor of Science in Computer Science*Cumulative GPA:3.3

**EXPERIENCE**

**Digital Support Consultant**

*Hudson MX*

*Remote, CA* **November 2021 - Present**

* Collaborate with Engineering Teams to take care of principal client issues or questions effectively daily.
* Run weekly Digital Support Triage activities for Hudson MX – Digital Clients.
* Orchestrate training materials for newly onboarded Support Associates & Consultants.

**Support Analyst**

*AuditBoard, Cerritos, CA* **January 2021 – August 2021**

* Maintain above an 96% client satisfactory rating when addressing over 60+ questions and/or requests on a weekly basis.
* Reconfigure and personalize AuditBoard client sites with the use of JSON Scripts.
* Conduct 5 – 10 client facing meetings weekly to address functionality questions or technical issues and/or bugs.
* Review & edit 5 – 10 Help Center Articles on a daily basis.

**Risk Assurance & Advisory Services Intern**

*Armanino LLP, San Ramon, CA* **Summer 2019 & Summer 2020**

* Streamlined over 100+ IT/Financial controls into flow charts for SOX & SOC compliance to retain a newly acquired client.
* Conduct field research on Automated Compliance Solutions for the department (Python & Docker).
* Evaluated design & operating effectiveness of ITGCs for 5 Silicon Valley-based tech companies to affirm quality assurance.

**Contracts & Legal Affairs Intern**

*Bombardier Transportation HQ, Berlin, DE* **January 2018 - June 2018**

* Aided in orchestrating B.T.’s Western-Europe Annual Executive Retreat, which saw an attendance spike of 20%.
* Developed tender data analysis & visualization to senior legal counsels daily to assist in ongoing legal disputes.
* Ran support in the implementation of a new project management software & taught senior officials how to use said system.

**EXTRACURRICULAR HISTORY**

**Beta Alpha Psi Career Development Chair**

*California State University, Fullerton* **May 2020 – December 2020**

* Coordinating with campus ambassadors & professionals to administer mentoring sessions for business students.
* Creating example documents such as resumes, cover letters, e-mail correspondence (w/professionals) for enquiring students.
* Leading “How to Get Employed” Workshops for fellow business students seeking internships or full-time employment.

**Congress-Bundestag Fellow**

*U.S. Department of State, Berlin, DE* **July 2017 - July 2018**

* Served as 1 of 75 Citizen Ambassadors to Germany to improve relations between the American & German public.
* Studied the German language through an intensive 2-month immersion program, allowing me to communicate with locals.
* Accumulated foreign business experience through a 6-month corporate internship in Berlin.

**Student Body President**

*Orange Coast College, Costa Mesa, CA* **May 2016 - May 2017**

* Managed the 9-member executive council that represented over 25,000 students, assuring that all their voices were heard.
* Formulated a $1.75 million allocated budget to be dispersed between student led clubs & programs for operational use.
* Oversaw $7 million in assets of all the Associated Students of OCC programs, ensuring no irregularities.

**AWARDS**

* Congress-Bundestag Youth Exchange for Young Professionals Fellowship.
* Abrego Future Scholar, Scholarship.

**SKILLS**

**Technical Skills**: Microsoft Office (Project, Excel, Visio), CRM (JIRA, Confluence, Zendesk, Sprout, Notion), Visualization Tools (Tableau, LucidChart), Community Platforms (Discord, Reddit, Guru)

Programming Languages (Python 3.0, Exposure to SQL & C#).

**Languages**: Fluency in English & Spanish, Elementary Competency in German.

**HOBBIES & INTERESTS**

Arctic Monkeys, Premier League Fan (Arsenal F.C.), Wanderlust, Avid Redditor, PC Gaming, Bernese Dogs and Audius Enthusiast.