**SUMMARY**

Computer science undergraduate student with professional experience in hospitality, information technology and full stack web development with an active Public Trust Security Clearance. Expertise in leadership skill, agile development, object-oriented analysis and design, full stack development and hardware, software, and networking troubleshooting. Key strengths include:

* Extensive experience with C++ programming language.
* Analytical and proactive approach to problem solving.
* Team oriented, with leadership and coaching skills for high performing teams with effective communication.
* Organized and well-maintained task scheduling with agile development methodologies.
* Attention to detail while maintaining balance with time management.

**PROFESSIONAL SKILLS**

* Bilingual in English and Spanish
* Languages: C++, C, Java, Python, R, x86-64 Assembly, Bash, HTML, CSS, JavaScript, PHP, SQL
* Tools: Visual Studio Code, RStudio, Git, GitHub, JIRA, Confluence, MS Office 365, Adobe Acrobat, Unreal Engine 4.26, ServiceNow, CyberArk, Active Directory Users and Computers, Remote Desktop Protocol, Wireshark
* Frameworks: MySQL Workbench 8.0 CE, Pygame, Bootstrap 4
* OS/Platform: MS Windows XP/7/8/8.1/10, Linux (Ubuntu)

**PROJECTS**

* Emailing Notification System (2022 - 2023). Assisting NTERSOL in creating an emailing notification system via full-stack web development and agile methodologies.
* Assembly x86-64 (2023). Compilation of projects using languages of assembly, C/C++, and Bash to create multiple hybrid programs that are managed in assembly and use libraries from C/C++.
* Space Invaders (2022). Reproduction of classic Space Invaders game via Python – Pygame library and object-oriented programming design.

**EDUCATION**

B.S in Computer Science, California State University Fullerton, CA, USA June 2023

A.A in Engineering and Technology, Pasadena City College, CA, USA Dec 2021

**PROFESSIONAL EXPERIENCE**

**NTERSOL,** Irvine, CAOctober 2022 – May 2022

**Full Stack Web Developer Intern**

* Front-end development using HTML, CSS and JavaScript to create emailing templates and user interface for emailing notification system.
* Back-end development using MySQL Workbench 8.0 and PHP scripting language to store recipient data, email template options and a log of sent emails.
* Agile development with GitHub, Jira and Confluence integration for project management.

**GovCio (Department of Homeland Security - USCIS),** Los Angeles, CAFebruary 2022 - Current

**Mid Field Service Engineer**

* Train employees, identifies, analyzes, and repairs product failures, orders and replaces parts as needed.
* Provide Tier 2 Administrative support via Active Directory User and Computer, Remote Desktop Protocol and run as administrator on MS Windows.
* Experience troubleshooting Windows and Apple Macintosh software, hardware and networking in a customer service role to include a high degree of technical proficiency and excellent problem-solving skills and analytical abilities for the Department of Homeland Security.
* Provide government USCIS user support at remote locations on assigned open tickets and work in collaboration with the Service Desk.
* Resolving customer affecting technical issues in a timely fashion in order to maintain customer satisfaction.
* Install, troubleshoot, and maintain an extensive variety of products and equipment.
* Ability to make replacement cables from raw cable and RJ-45 connectors.
* Determines and recommends which products or services best fit the customers’ needs.

**Chipotle Mexican Grill**,Chino Hills, CA and Rosemead, CAMay 2017 - December 2021

**Assistant Manager**

* Managed Chipotles Mexican Grill day to day operations of restaurant business, including front and back of house.
* Prioritize and multitask to meet several deadlines at once while maintaining attention to detail.
* Communicate clearly with management team to effectively complete goals and achieve annual sales and cash flow plans by executing local marketing tactics and attaining food and labor targets while controlling expenses.
* Train new managers on company standards and business procedures.
* Create weekly schedules via accurately projecting daily sales through sales trends, marketing promotions and effective training.
* Create a sustainable training system utilizing company resources while maintaining labor.
* Perform single and group interviews and made hiring decisions on each new crew member and manager; onboarded new employees through workday and I9 documentation.
* Created daily business analysis reports to track sales, labor, inventory and training progress.
* Managed teams of up to 30 people to reach sales goals and maintain labor quotas.