

Matthew Mendoza

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Education:

Bachelor of Science in Computer Science
California State University, Sacramento

Expected: Fall 2023

Technical Tools:

- Languages: Python, Java, C, C++, JavaScript
 - Software: Visual Studio Code, VIM, GIT, JIRA, Service Now, Slack, Trello
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Work Experience:

Solidigm, Folsom – Customer Tools Software Application Developer Intern Apr 2022 – Present

- Implemented 5+ unit tests with C++ Boost library to validate application's SSD firmware update functions
- Implemented 15+ functional tests in Python using Pytest to validate application's expected outputs
- Implemented 5+ OCP log pages, so users may view SSD's errors, logging, and health monitoring information

Solidigm, Folsom – Validation Engineer Intern Jan 2022 – Apr 2022

- Developed, modified, and executed 10+ Pytests across multiple system configurations to validate firmware
- Written and maintained 20+ tests documentation, so to assist in debugging and modification of software
- Consulted with development engineers to validate 5+ OCP 2.0 features across SSD compliment product families

Intel Corporation, Folsom – Software Developer Intern Sep 2021 – Jan 2022

- Implemented Open Compute Project (OCP) features and tests, so internal tools can interface with OCP compliant SSD drives

Intel Corporation, Folsom – Product Engineering Intern Jan 2021 – Aug 2021

- Expanded knowledge and experience in SSD security and ATA storage devices on the Client Product Functional Validation team to support quality assurance and customer experience while balancing work with main Storage Solution Architect position and full-time course work simultaneously

Intel Corporation, Folsom – Storage Solution Architect Intern Feb 2020 – Sep 2021

- Developed test plans for competitive benchmarking of client Solid-State Drives for use in generating marketing proof points and superlatives
- Analyzed and presented data sets to help derive insights for decision making
- Designed 10+ experiments and test plans, so to test hypotheses or make comparative claims

Intel Corporation, Folsom – SSD Technical Undergrad Intern Dec 2018 – Jan 2020

- Traveled to customers onsite to reduce turnaround time for firmware updates on 500+ SSD units
- Developed and maintained Python scripts, and documentation for updating Solid-State Drives saving 10 minutes per drive update
- Built, configured, and benchmarked 50+ desktops and laptops for field marketing teams to demo in trade shows and conventions
- Enabled \$100k+ in revenue by providing expedited support, drive updates and issue debug for client customers

Academic Information Resource Center, Sac State – Service Desk Jun 2018 – Dec 2018

- Provided technical support and assisted with account and password issues to 20+ students per month
- Provided support via telephone, e-mail, chat, and in person for various technical support and inquiries
- Assisted 40+ users per month with internal services (i.e., My Sac State, SacLink, e-mail, and Wi-Fi)

Matthew Mendoza

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May 11, 2018

Dear Long Lim,

I am writing to express my interest in a Student Service Desk Assistant position with the Sac State's Academic Information Resource Center. I am a college student majoring in Computer Science with a concentration on software development. My long-term goal is to obtain a master's in Computer Science after a bachelor's degree.

I feel this position aligns with my own experiences, for I am a fast learner, detail oriented, and well organized. A position here will allow me to bring my own technical skills and customer service skills I've developed from previous employers. Working for IT is like solving a puzzle; for example, some problems like software and hardware installation, are often quick to solve, but problems where one must configure a router or find out why a device isn't connecting will present its own unique challenges. These challenges are fun because I get to learn new solutions and use my technical knowledge and problem-solving skills.

As a Recreation Aide, for City of Sacramento's The 4TH "R," I screen phone calls and respond to inquiries, supervise groups of 14 children independently, lead projects and activities, and other various clerical duties. My organization and filing skills were further developed when I was a Student Assistant at SMUD where I receive correspondence and records for either retention or to be purged all the while adhering to proper protocols. In addition, my overall communication and customer service experiences have aided me in developing active listening and troubleshooting skills.

When I worked for Sprouts Farmers Market, I developed proper time management and customer service skills. I always ensured all the customer's questions are answered. When a manager isn't available, I kept record of the day's production.

My past work experience trained me to have excellent project management, record keeping, develop great time management, and customer service skills. Given these points, I feel that I would be great fit for a Student Service Desk Assistant position with the Sac State's Academic Information Resource Center.

Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Matthew Mendoza