Miguel Angel Berumen, Jr.

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Objective

Committed student envisioning an internship in computer networks, software engineering, or information technology. I provide exceptional programming and computer networks skills and proficiency in information technology systems to contribute to the advancement of technology and its relationship with the flow, manipulation, and management of data.

Education

University of California, Santa Cruz Santa Cruz, CA 10/14-Present
- Cumulative GPA: 3.55
- B.A. in Computer Science, Minor in Technology and Information Management Expected June 2018
- Relevant coursework: Intro to Computer Networks; Algorithms and Abstract Data Types; Data Programming for Visualization; Intro to Data Structures; Intro to Programming (Accelerated)

Programming Languages/Skills

- Advanced in Python, JavaScript, D3.js, HTML & CSS
- Proficient in Command Line, Java, SQL, Ruby, Git, MS Excel, MS Access
- Bais knowledge of C, C++, PHP
- Native fluency in English and Spanish

Work Experience

Cisco Systems, Inc. San Jose, CA 06/20-09/09
Network Engineer Intern - Global Service Logistics and Operations (Services)
- Developed a web page form with HTML, CSS, JavaScript and Bootstrap for TAC engineers to advise them in creating RMA incidents for clients based on a number of factors pertaining to replacement parts
- Wrote a Python script that emulates the VLOOKUP excel function to reduce the amount of time spent transferring data between 200+ excel workbooks
- Created a Wiki using Google Sites that lists pictures and descriptions of parts from several product families (i.e. power cables) for easy part lookups
- Edited an existing Python script to extract last RMA (Return Merchandise Authorization) information for used/unused parts from Cisco's parts database, and transfers the information into Excel workbooks for parts RMA obsolescence analysis
- Analyzed TAC (Technical Assistance Center) RMA cases to determine whether replacement parts were used and analyze why replacement parts were sent

Residential Network (ResNet) Santa Cruz, CA 09/15-Present
Student Technical Support Specialist
- Utilize ServiceNow to document device repairs, communicate with clients and other departments on DMCA and malware incidents and other network issues
- Reinstall OSs, and reformat and repair computers (desktop and laptop), which includes removing viruses, malware, and spyware; repaired 100+computers so far
- Configure routers for campus network compliance; configured 300+ routers so far
- Network troubleshooting and software installation – in-office, in-house, and over the phone
- Communicate with upper level IT management for more complicated problems
- Identified and tested new process to configure difficult routers which decreased time spent configuring and increased amount of returned (configurable) routers. New process rolled out to all ResNet staff

Coding Projects

Comparing the Hottest Peppers Santa Cruz, CA 04/16-06/16

- Utilized D3, Javascript, HTML and CSS to develop an interactive visualization that compares dozens of the hottest peppers in the world
- Visualization incorporates a force-layout, zooming and panning, sliders, tabs, tooltips, and data binding
- Collaborated with two other students on this project
- Presented our final project to the class during finals week and received an A+ for the project and course