

# Mario Chong Loo

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## EDUCATION

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### East Los Angeles College | *Monterrey Park, CA* (2021-Present)

Associate's Degree in Math/Physics | GPA: 3.6

- **Relevant Courses:** Object Oriented Programming in C++, Data Structures and Algorithms in C++, Programming in Java, Programming in HTML and CSS, Intro to Cyber Security, CS 101 Intro to Comp Sci in Python, Introduction to Computer Organization and Architecture, Discrete Structures in Java, Advance Programming in Java.
- **Honors:** Dean's List.

### San Gabriel Academy | *San Gabriel, CA* (2019-2021)

High School Degree | GPA: 3.6

- **Extracurricular:** Varsity Soccer.
- **Honors:** High School Degree with honors.

## TECHNICAL SKILLS

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**Programming Languages:** C++ (Advanced), Java (Advanced), Python (Advanced), HTML and CSS (Advanced).

**Operating Systems:** Windows and macOS.

**Skills:** 80+ wpm, Excel, Word, Teams, Powerpoint, Photoshop, Premiere Pro, Visual Studio, JGRASP, SFML, QA, Sprint Planning, Scrums, Drupal.

## PROFESSIONAL EXPERIENCE

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### LACCD WST Intern | *Jacobs | Monterey Park, CA* (2024)

- As a Web Services Team Intern with the Los Angeles Community College District, I collaborated closely with engineers and project managers, facilitating project coordination and leveraging various computer-assisted engineering software.
- Actively contributed to data collection efforts, expanding expertise and exposure to diverse field facets.
- Assisted in maintaining websites and data systems across nine colleges within the Los Angeles Community College District, enhancing accessibility for over 230,000 students and employees.

### IT Field Support Technician | *RiverStreamz | El Segundo, CA* (2024)

- Skillfully diagnosed and resolved technical issues, ensuring uninterrupted operation during the 2024 Primary Elections and 2024 General Elections.
- Implemented robust security measures, pivotal in safeguarding the integrity of essential election infrastructure and ensuring seamless operation.

### Shift Lead Barista | *Ding Tea | El Monte, CA* (2023)

- Maintained a pristine and organized work area, ensuring compliance with health and safety.
- Delivered exceptional customer service, including taking orders, addressing inquiries about drink offerings, and ensuring customer satisfaction.
- Managed inventory by restocking syrups, toppings, and other supplies as required.

**Senior Sales Executive | Ferreteria Toro de Oro | Panama City, Panama**

**(2013-2019)**

- Assisted customers with product selection, offered expert advice on DIY projects, and resolved any issues promptly to ensure a positive shopping experience.
- Managed inventory, including ordering, stocking, and organizing products to maintain optimal stock levels and minimize shrinkage.
- Received multiple commendations and positive feedback from customers and supervisors for exceptional service and support.

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### **PROJECTS**

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**TicTacToe — C++ (20 hours)**

**Snake\_Game — C++ (35 hours)**

**First\_Person\_Maze — C++ (50 hours)**

- C++ Compiler, IDE (Integrated Development Environment), and Windows API (Windows.h).
- Understanding trigonometry for raycasting. Knowledge of game loop, user input, and rendering techniques. Basic understanding of shading, perspective, and 3D rendering concepts. Understanding time-based movement and rendering. Knowledge of using platform-specific APIs, such as Windows API. Understanding memory allocation and deallocation.

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### **LANGUAGES**

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- Fluent in **English**(Speak/Read/Write)
- Fluent in **Spanish**(Speak/Read/Write)
- Fluent in **Chinese**/Cantonese(Speak)

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### **LEADERSHIP EXPERIENCE**

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- Trained new employees on company policies, procedures, and customer service standards, ensuring a consistent level of excellence.
- Provided excellent customer service, including taking orders, answering questions about drink offerings, and ensuring customer satisfaction.
- Greeted and assisted customers in a friendly and welcoming manner, providing product information and recommendations to meet their needs.

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### **VOLUNTEER EXPERIENCE**

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**OC Marathon Water Station @ Miles 23 | BUILDING HUMANITY | Costa Mesa, CA (2024)**

- Celebrating the 20th anniversary of the HOAG OC Marathon by volunteering at the Mile 23 Water Station! As we distribute water and cheer on the runners, we'll also be spreading awareness for Building Humanity, a local non-profit dedicated to empowering communities in need. Let's come together for a morning of enjoyment and support, helping marathoners cross the finish line with strength and spirit!