

Ian Rash

Customer Service, Engineer, Hard Worker

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Github: [redcodefinal](#)

EXPERIENCE

Shasta Inn/Strawberry Valley Inn, Mount Shasta, CA— Front Desk

Mar 2019 - Ongoing

Worked directly with customers and third party booking sites to ensure a good customer relationship. Performed room checks including cleaning and fixing mistakes made by housekeeping. Was aware of special requests and special occasions, and provided a variety of amenities to those guests. Provided a clean and harmonious work environment which included keeping the front desk area clean. Worked directly with electronic payment and cash, following procedures for proper dropping for funds.

Goodwill Computer Works, Santa Ana, CA —Technician, Sales Associate

April 2018 - Oct 2018

Worked flexible positions within the computer works store.

- Cashier
 - Worked with cash registers, POS systems.
 - Helped customers to complete purchase.
 - Make announcements about new merchandise.
- Technician
 - Test, refurbish donated goods
 - Work with inventory system to enter goods for sale
- Sales Associate
 - Work directly with customers on the floor to find products that fit their needs.
- Programming
 - Worked with a Destroyinator to create a system that reads KillDisk XML logs and prints out barcodes with the data inside via Zebra ZPL.

Laguna Niguel Library, Laguna Niguel, CA— *Library Page*

Jan 2013 - May 2014

Organized and shelved books based on patron returns. Worked to keep collection organized as well as worked directly with librarians for projects and events.

SKILLS

Customer Service

Sales

Organization

Technician

Programming

EDUCATION

Comptia A+

2008

Comptia Network+

2009

EDUCATION (CONT)

Saddleback, Aliso Viejo, CA

2013 - 2014

Taking a concentration of computer and business courses with the goal of an Associate's of Science degree.

Susan H Nelson High School, Temecula, CA

2011 - 2011

Accomplished a GED and High School Diploma.

Temecula Valley High School, Temecula, CA

2009 - 2011

PROJECTS

opticon_scanner — *A library/cli for working with Opticon brand scanners*

2016 - 2017

A library/cli application for working directly with Opticon brand barcode scanners. The library could do a host of things including sending commands to the scanner, changing settings, getting data, command refurbishment, multi-threading, serial I/O, and bluetooth.

Xiongmai Investigative Journey — *A set of articles describing vulnerabilities in a popular brand of cameras.*

2018 - 2019

A set of articles talking about a number of vulnerabilities found in a popular brand of netcams. You can read the whole article at <http://0x42424242.in/xiongmai>.

