

Miguel Vega

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Experience

Fab Lab Lead | College of Alameda | December 2017 – Present

- Expose PCCD students/faculty/staff and community members to digital fabrication processes
- Create, implement, and document workshops & training materials
- Coordinate with community members, faculty, staff, and/or Student Technicians to ideate and oversee internal/external projects
- Assist in curriculum development for Modern Making (MAKR)
- Train Student Technicians to safely operate tools and equipment, hold workshops, and build projects

Apprentice Maintenance Machinist | SFMTA | September 2017 – December 2017

- Inspected, reverse engineered, and manually machined parts for Muni Milan, PCC Historic Streetcars
- Entertained Journeyman Machinists with comical errors befitting of an Apprentice

Man Krew Safety Steward | Black Rock City, LLC | May 2017 – September 2017

- Monitored Man Krew build sites (Reno, NV; Black Rock City, NV) to ensure safe working conditions
- Assisted construction teams to complete Burning Man, and Man Pavilion art installations

Fab Lab T.A. | Laney College | October 2016 – May 2017

- Taught students and faculty shop safety and proper tool/machine usage through workshops
- Assisted students and faculty with designing, prototyping, and building projects
- Set up, maintained, and experimented with digital fabrication machinery

Workforce Community Manager | Captricity | December 2014 – April 2015

- Managed international crowdsourced workforce
- Researched, created, and tested projects designed to improve user workflow and engagement
- Coordinated with internal/external teams to prioritize projects

Several Roles | Lumosity | May 2011 - August 2014

- Q.A. Analyst | March 2014 – August 2014
 - Established manual, black box test plans for new games and features
 - Assisted in testing for iOS Internationalization and Android App launches
- Customer Care Mobile Team Lead | March 2013 – March 2014
 - Managed support team for Lumosity for iPhone and iPad (15M+ downloads, App Store #1 app)
 - Reduced user inquiries through FAQs, improved SEO, and email auto-responders
- Customer Care Web App Lead | October 2012 – March 2013
 - Prepared analysis of user data for Product and Development teams
 - Identified and reported on trends in user complaints, feature requests, and bugs

- Customer Care Representative | May 2011 – October 2012
 - Provided expert email and phone support to Lumosity users, resolving ~100 tickets/day
 - Initiated first iteration of phone support billing channel, reducing chargebacks

Education

A.S. in Machine Technology | Laney College | May 2017

B.A. in English | University of California, Berkeley | May 2009

Proficiency

- Adobe Illustrator; Fusion 360; Roland CutStudio; Roland VersaWorks; PrusaSlicer;
- Universal Laser Systems CO2 Laser Cutters, including rotary accessories; Roland Desktop Cutters, Printer/Cutters & Dye Sublimation Printers; Forest Scientific 4'x8' 3-axis CNC routers with ATC and HSD 12 Hp spindle motors (capped @500ipm); FDM and SLA 3D printers
- Woodworking tools & equipment; hand tools; metrology tools

Interests

Airhead BMW motorcycle restoration and repair; cycling and cycle touring; poetry; CAD modeling; birdwatching; Mercedes-Benz mechanical diesel vehicles; photography