

**Profile :** Proficient and effectual leader with a proven ability to exceed quotas and sustain a professional working environment;

## Employment

**2023 - Current**      **Eligibility Worker I**      **Department of Public Social Services**

I receive instruction and practical experience in a range of activities related to public assistance programs. This includes conducting interviews with applicants or participants to gather financial and eligibility data, preparing necessary forms for data entry into the computer system, and reviewing generated reports to ensure accuracy. I assist individuals in completing required documents and explain the provisions of public assistance programs, Federal and State regulations, County policies, and legal rights and responsibilities. Additionally, I review and analyze financial information to determine eligibility for programs such as CalWORKS, General Relief, CalFresh, Medi-Cal, and Foster Care. I proactively contact relevant institutions to verify information, search databases for income sources, compute benefits, and initiate updates to program participants' information. Organizing and prioritizing cases within specified time limits, I make preliminary assessments of social situations, make referrals to social services staff, and direct individuals to appropriate resources. I follow procedures to identify cases of welfare fraud, verify earnings for over-payment calculations and generate necessary reports and notices.

- Attained an exemplary "A" grade in all training sessions related to CalFresh and Medi-Cal.

**2020 - Current**      **Owner/Creator/Graphic Artist**      **The Fruitbat Org**

The Fruitbat Org is a distinguished non-profit organization headquartered in the San Fernando Valley, dedicated to the enrichment of the local community. Within this context, I have assumed a pivotal role as the creative force behind our marketing endeavors. My responsibilities encompass the conception and crafting of all marketing materials from inception to fruition. One notable innovation is the development of QR code-based system that seamlessly links recipients to a meticulously crafted PDF guide for proficient plant care. Furthermore, I orchestrate the generation of community sheets, an indispensable resource that empowers individuals to strategize the cultivation of specific crops for the purpose of initiating localized food exchanges within their respective neighborhoods. My contributions extend beyond material creation. I have played a pivotal role in the establishment of our organization's visual identity. This includes the conception and realization of our distinctive logo. Moreover, I serve as the dedicated manager of our organization's Instagram account, curating captivating content and complementing it with expertly crafted captions. In addition, I craft graphic art slides that feature intriguing "fruit bat facts", establishing a substantive online presence and nurturing community engagement.

**2015 - 2023**

**Pre-Press Operations/Color Management**

**Digital Room LLC**

Contributed significantly to the operations of Digital Room LLC, a multi-million-dollar company, by overseeing one-third of the offset workflow. Managed the distribution of workloads to pressmen and assumed the role of stand-in coordinator in the absence of the Pressroom Manager. Facilitated the delivery of aluminum/steel thermal imaging plates to presses and conducted calibration to ensure optimal color output. Provided training to various colleagues, covering basic program/desktop applications and the operation of heavy-duty machinery. Held responsibility for the overall maintenance of pre-press machines, including periodic cleaning of processors and chemistry changes for development. Maintained detailed logs documenting damages, losses, and inventory within the Pre-press department.

- Helped with forming their models for company intra-website (IMS) and improve code created by the Lead Developer and I that helped produce optimal productivity.

**2010 - 2022**

**IT Desktop/Network Support**

**Broker Settlement Services INC**

In my previous role, I provided First Tier Help desk support through phone, remote, and on-site channels, ensuring the prompt resolution of end-user issues to their satisfaction. I monitored and addressed requests received via the IT Support phone line and web portal, prioritized tasks based on urgency, and maintained accurate records in IT ticketing software. Additionally, I played a crucial role in onboarding new users, oversaw workstation installations and configurations, and actively participated in hardware and software installation projects. With proven excellent customer service skills, strong communication abilities, and a detail-oriented approach, I contributed to the seamless operation of critical healthcare systems in a fast-paced environment.

Collaboratively contributed to the development of the company's website, showcasing a commitment to enhancing the organization's online presence and functionality.

- Additionally, contributed to marketing efforts by coding Craigslist post in HTML for enhanced online visibility.

**2010 - 2010**

**IT/Networking Technician**

**Access ITX**

Executed operations on Point-of-Sale terminals across all Pacific Theatres in the San Fernando Valley, ensuring optimal performance. Prepared each terminal for network integration, diligently downloaded and installed software and components according to specifications. Maintained meticulous inventory records and conducted thorough verification of delivered products. Established network connections for all printers and computers, seamlessly integrating them with the main terminal at each location.

- Collaborated with a team of three professionals to efficiently complete full installations of operating systems, network configurations, and application downloads for Point of Sale (POS) systems. Successfully orchestrated the setup process, ensuring the seamless functionality of all components.

## **Education**

- Ed-x: AI Applications and Prompt Engineering (Certified)
- UC Berkeley Extension: Full Stack Web Development (Certified)
- Harvard University: Computer Science X-50 (pending)
  
- ITT Technical Institute: Studied Computer Engineering
- Los Angeles Valley College: Studied Communications
- Van Nuys HS/Victory HS (Private): Obtained Diploma one year early

## **Software Proficiency**

Software Proficiency in: Microsoft Word, Excel and PowerPoint. Adobe Photoshop 2024, Acrobat DC, Premiere Rush, Spark, Lightroom and Illustrator. Kodak Prinergy Imaging Software, VM Ware (cloud computing), Chromachecker (color correction software), Sony Vegas, Open shot (video editing), Mojo CRM/SQL (call interface software), Calyx Point, Escrow-Base (mortgage software), FL Studio Producer Edition (digital audio workstation).

## **Coding**

HTML, CSS, Javascript, jQuery, Web API's, Third Party API's, Server-side API's, Node.js, Object Oriented Programming (OOP), Express.js, SQL, Object Oriented Mapping (ORM), Model-View-Controller (MVC), Bootstrap/Bulma/Tailwind and some basic c++ and in the process of learning: MERN, React, State.

## **Deployed Applications**

The Munch Monitor: <https://tinyurl.com/TMMapp>

App for monitoring your pet's food intake



Logbook Assist: <https://tinyurl.com/jhelper>

App for writing work journals (pending)



## **Volunteering**

**House of Representatives: Office of Tony Cardenas (CA District 29)**

- Handled sensitive paperwork with a team putting together official documents for students, business owners and other notable people in the community

**Los Angeles Department of Recreation & Parks: Skateparks**

- Helped with safety and helped enforce rules at skateparks
  - Mentor youth on skateboarding and discipline through skateboarding

**Kitten Rescue (Back in Black Event)**

- Took pictures of kittens for social media and help socialize them