





SAMUEL AVILA VARELA

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Professional Summary

Motivated and detail-oriented **Computer Information Systems student** at **California State University, Los Angeles**, focused on **Information Systems and IT Support**. Demonstrates strong analytical, communication, and problem-solving skills developed through academic projects involving system design, data visualization, and network configuration. Skilled in balancing technical precision with business objectives to deliver efficient, user-friendly solutions. Seeking an **entry-level position in IT Support or Systems Analysis** to apply both technical and interpersonal strengths in a professional environment.

Technical Skills

Software & Tools: Tableau • Excel (Advanced) • SAP ERP • Figma • Wireshark
Programming & Databases: SQL • HiveQL • Oracle Apex • Java • HTML / CSS / JavaScript
Networking & Systems: Network Design (VLANs, Access Points, Cabling) • System Analysis • Risk Management
Data & Analytics: Dashboard Creation • Trend Analysis • Data Visualization • Business Reporting

Education

Bachelor of Science in Computer Information Systems – Focus in Information Systems
California State University, Los Angeles *Expected May 2026*

Relevant Coursework: Systems Analysis & Design • Network Design & Management • Risk Management • Big Data Analytics • Project Management

Academic Projects

Diabetes Analysis Project (CIS 4200) – *Tableau & Excel*

- Analyzed 10 years of hospital data to identify patterns in diabetic patient stays and treatment outcomes.
- Developed interactive Tableau dashboards and Excel reports to visualize key metrics for decision support.

Blue Ridge College Network Design (CIS 4100) – *Hybrid Network Topology*

- Designed a scalable and energy-efficient network infrastructure for a multi-campus college district.
- Integrated virtualization concepts and Green IT principles to optimize performance and reduce costs.

CSULA KH B3018 Network Design (CIS 4840) – *Network Documentation & Security*

- Created a complete wired and wireless lab design for a computer lab including VLAN segmentation, switch configuration, and recovery planning.

Classroom Equipment Checkout System (CIS 3060) – *Systems Analysis & Figma Prototype*

- Developed functional diagrams (use case, activity, class) and an interactive Figma prototype for a checkout platform streamlining equipment requests.
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Experience

Crew Member *Jun 2022 – Present*

Wetzel's Pretzels, Glendale CA

- Provide fast and accurate customer service in a high-volume environment, processing cash and digital transactions.
- Train new employees on POS systems and workflow efficiency techniques.
- Ensure clean and organized operations while maintaining compliance with food safety standards.

Crew Member *Dec 2021 – May 2022*

AMC Theatres, Glendale CA

- Delivered excellent customer support while assisting with ticketing and concessions.
 - Maintained clean workstations and inventory accuracy throughout shifts.
 - Collaborated with team members to improve workflow and guest experience.
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Certifications & Professional Development

- **CompTIA A+ Certification** – *In Progress*
 - Planned: Google IT Support Professional Certificate
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References

Available upon request