Zailyn Tamayo

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Education

National University   San Diego, CA   June 2016
Master of Science, Computer Science
Specialization in Software Engineering
Relevant Coursework:

- Database Design and Implementation
- Software Architecture Applications
- Modern Operating Systems
- Web and Cloud Computing
- User Interface Engineering
- Engineering Software Quality

Cypress College   Cypress, CA   December 2012
Certificate in Computer Programming
Programming Courses:

- C/C++
- C#
- Java
- Visual Basic
- SQL
- Python

Thomas Edison State University   Trenton, NJ   September 2012
Bachelor of Arts, Philosophy

Technical Skills

Software: BMC Footprints, BOX, Office 365, Sakai, WordPress, Formstack, Eclipse, GitHub, Visual Studio, OnBase, Blackboard, SPSS, Heroku, Amazon EC2, ITSM, CMS.

Programming Languages: C/C++, C#, Visual Basic, Java, Javascript, Python, Ruby, SQL, PHP, HTML, CSS, XML, R, Swift, Xcode.

Operating Systems: Windows 10, 8/8.1, 7, Vista, XP. Linux (Ubuntu, Red Hat). RHEL 7. Mac OSX.

Work Experience

Scripps College   Claremont, CA   April 2016 - Present
Residential Networking/User Support Specialist

- In charge of New Student Orientation, which includes: Training a group of 25+ student workers in installing Scripps software on new student computers, writing the training manual for IT New Student Orientation, testing Scripps software to ensure functionality and being available during Orientation to troubleshoot any issues.
- Provide assistance throughout the year to Scripps students who live on and off campus connecting to wireless, installing College-approved software such as antivirus and print client.
- Troubleshoot, as well as update and install new software on faculty and staff laptops, desktops and printers.
- Support nine computer labs within the residence halls: troubleshooting issues and maintaining supplies, as well as supervise Residence Hall Technicians in every computer lab.
- Create training documentation and devise projects beneficial to improving communication and information access for students. Examples: Updating documentation on the Scripps IT website and providing informational resources in the residence hall computer labs.
- Represent Scripps College in three Claremont University Consortium committees and yearly at the Student Technology Conference.
- Administrator for the college for both Footprints service desk and Sakai learning management system.
- Test out new operating systems in relation to connecting to Scripps and troubleshoot issues before students arrive with this OS.
- Keep up with emerging technologies and continue to learn new skills through taking courses, watching Lynda.com videos and learning through edX.

Best Buy Warehousing Logistics, Inc.   Chino, CA   Aug. 2014 - Feb. 2016
Warehouse Clerical Coordinator
- Supervised clerical staff to ensure tasks are being completed and company policies are being adhered to.
- Oversaw daily operations of the Distribution Center's Warehouse Clerical department.
- Directed workflow and ensure tasks are being completed within their deadlines.
- Built and maintained solid working relationships with staff, management and outside partners.
- Subject matter expert for cross-dock procedures, Red Prairie Warehouse Management System, Order Management System and XPO Logistics.

Warehouse Clerical Support
- Trained Warehouse Clerical Aides in waving processes, researching problem orders and completing all home delivery tasks in a timely manner.
- Created technical manuals for various warehouse processes and training in the use of content management systems.
- Extensive use of content management systems for research, data manipulation and system configuration.
- Advanced use of Warehouse Management System Red Prairie to complete product waving, inventory research and prevent shrink and damage.
- Completed Delivery Distribution Center reporting; shipping logs, inventory reports, daily receiving and shipping data for a regional distribution center.

Trident University International   Cypress, CA   Nov. 2012 - Dec. 2012
Military Partnership Specialist (Contract Assignment)
- Created a technical manual for the registration process.
- Processed GoArmyEd military student registrations using Student Management System.
- Maintained and uploaded degree plans using Adobe Acrobat to GoArmyEd system.
- Advanced use of Excel, Word, Outlook, CMS, GoArmyEd, PeopleSoft and SalesForce daily.

Study Abroad Experience

University of Newcastle upon Tyne   Newcastle, England   December 2007
Certificate of Higher Education
Philosophy, Minor in Classics

Languages
Fluent in Spanish (read/write/speak).