

Jonathan Lopez

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3 PROFESSIONAL SUMMARY:

Dedicated and adaptable Computer Science undergraduate with a strong foundation in technical skills, coupled with proven leadership abilities and excellent communication.

EDUCATION

California State University, San Bernardino

Expected Graduation: May 2025

Bachelor of Sciences, Computer Science

Relevant Courses: Computer Science I, Computer Science II, Machine Organization, Discrete Mathematics, Calculus I,II,III

PROFESSIONAL EXPERIENCE

Home Depot, *Service Desk Lead*

Ontario, CA | 3/2022 – present

- Direct and oversee a workforce of 20+ employees, ensuring seamless operations and fostering exceptional customer service and satisfaction.
- Attain daily revenues surpassing six figures through the provision of prompt and courteous customer service to a top-tier retail establishment.
- Guarantee smooth processing and fulfillment of orders to enhance operational efficiency and customer experience.

Jona Resells, *Market Analyst*

Ontario, CA | 1/2020 - Present

- Demonstrated proficiency in recognizing and procuring sought-after sneaker releases.
- Devised and implemented numerous precise advertising campaigns on OfferUp and Instagram, resulting in an outstanding 300% surge in sales.
- Employed thorough market analysis and strategic pricing methodologies to determine accurate item prices, thereby propelling business expansion and cultivating lasting customer loyalty within a competitive market landscape.

Pizza Hut, *Crew Leader*

Ontario, CA | 6/2019 – 9/2019; 4/2020 – 7/2020

- Cater to the food needs of four distinct Pizza Hut restaurants in the local vicinity each generating over \$10,000 daily
- Lead and collaborate with my team members to execute diverse tasks in a cohesive and synchronized manner
- Ensuring timely preparation and delivery of meals, leaving no room for delay or inconvenience.

Guy Yocum Construction, *Survey Director Assistant*

Ontario, CA | 5/2018 – 8/2018

- Displayed meticulous measurement skills while contributing to the layout of over one million square feet of industrial facilities.
- Attained proficiency in AutoCAD software within a four-month timeframe, showcasing quick learning and adaptation abilities.
- Collaborated seamlessly with teams to optimize task execution, striving for excellence in every aspect.
- Developed skills in cross-cultural communication, enabling successful engagement with individuals from diverse backgrounds.

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PROJECTS

Discord , *Day n Night ACO*

5/2018 – Present

Successfully fueled the establishment and growth of a dynamic community comprising 200+ members, delivering an innovative and value-driven service model. Orchestrated the creation of a platform that seamlessly facilitates access to coveted products, all while implementing a strategically designed service fee structure.

- Developed and deployed a sophisticated Discord bot leveraging discord.py, proficiently enabling the parsing of incoming webhooks within a designated server
 - Demonstrated meticulous attention to data security by refining the bot's operations, and upholding strict compliance with privacy regulations.
 - Acquired an adept command of the discord.py framework, effectively translating theoretical knowledge into practical applications that powered the project's success
 - Cultivated strong partnerships with diverse Discord servers, utilizing effective communication and exchanges to establish a network of interconnected communities, thereby enhancing collective value and collaboration.
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SKILLS

Languages:

Professional fluency in Spanish

Technical Skills:

C++, Python, Google Workspace, Microsoft Office, Visual Studios, LC-3, Discord