

# Jonathan Lopez

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Portfolio: [jonaaio.com](https://jonaaio.com)

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## PROFESSIONAL SUMMARY:

IT Support Specialist with a B.S. in Computer Science and hands-on experience troubleshooting systems, supporting high-volume operations, and improving workflows. Skilled in diagnosing technical issues, working with multiple systems, and providing efficient and reliable support in fast-paced environments.

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## PROJECTS

### Automation & Alert System (Python, APIs)

- Built automation tools to monitor systems and send real-time alerts using Python and APIs
- Integrated multiple APIs to ensure reliable data flow and system monitoring
- Diagnosed and resolved issues related to API failures and data inconsistencies
- Maintained system reliability through debugging and error handling
- Deployed and managed services across multiple remote servers (VPS/cloud), improving system performance and uptime

### Inventory Management Desktop Application (Electron + SQLite)

- Developed a desktop application to manage inventory, track data, and improve operational workflows
- Designed local database structure using SQLite for efficient data storage and retrieval
- Troubleshot application issues and optimized performance for reliability
- Provided ongoing updates and improvements based on system needs

### Stock & Crypto Monitoring System

- Implemented a real-time monitoring system to track data and trigger alerts for anomalies
  - Identified and resolved issues in API responses and system behavior
  - Ensured consistent system uptime through efficient error handling and monitoring
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## TECHNICAL SKILLS

**Systems:** Windows, macOS, Linux

**Languages:** Python, JavaScript

**Tools:** Git, Terminal, Electron, Remote Access Tools

**Databases:** SQLite, SQL

**Technical Skills:** Troubleshooting, Debugging, System Monitoring, API Integration

**Concepts:** Automation, System Support, Issue Resolution

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## PROFESSIONAL EXPERIENCE

### Home Depot, Head Cashier

Ontario, CA | 3/2022 – Present

- Resolved customer and system-related issues in a fast-paced retail environment
- Coordinated across departments to troubleshoot order, payment, and system discrepancies
- Supported daily operations handling \$100K+ in transactions with accuracy and efficiency
- Assisted team members with problem resolution and operational support

### Jona Resells, *Founder & Market Analyst*

Ontario, CA | 1/2020 – Present

- Managed end-to-end operations including troubleshooting order issues and system workflows
  - Resolved customer inquiries and technical issues related to online platforms and payments
  - Maintained efficient processes through automation and workflow improvements
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## EDUCATION

**California State University, San Bernardino**  
Bachelor of Science, Computer Science

Graduated: May 2025

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