

Alex Bravo

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EDUCATION

California State University-Dominguez Hills

Carson, CA

Bachelors - Computer Science

Graduation Date: May 2026

Minor- Information Technology

WORK EXPERIENCE

California State University-Dominguez Hills

Carson, CA

I.T. Student Employee- Service Management

May 2023 - Present

- Provided technical support to over 1000 students, faculty, and staff members, resolving a wide range of issues on university-provided computers with a 95% success rate.
- Troubleshoot and resolved a wide range of technical issues on company and school computers, including hardware malfunctions and software glitches, resulting in a 75% decrease in downtime for end-users.
- Logged few tickets per day using Service Now for further IT action, ensuring timely resolution of complex tech challenges and maintaining high levels of customer satisfaction.

Riot Games

Los Angeles, CA

Game Tester

Mar 2022 - Mar 2022

- Attended a briefing session with the game developer to gain insight into the game's objectives and mechanics, facilitating a deeper understanding of gameplay elements and potential improvements.
- Conducted a comprehensive 2-hour playtest session on the provided device, actively interacting with various game features to identify bugs and glitches for resolution.
- Took meticulous notes during the playtest session to document observations and initial impressions, ensuring thorough feedback for development team review.

PROJECT EXPERIENCE

Personal

Website

Sep 2024 - Present

- Designing and developing a full-stack website for a local cleaning business to enhance online presence and streamline customer interactions.
- Planning to implement a dynamic scheduling system allowing customers to view availability and book appointments, showcasing ability to create complex, interactive web applications.
- Incorporating features for online quotes, appointment setting, and a contact form, demonstrating skills in both front-end design and back-end functionality.

SquirtlePedia

Apr 2024 - Apr 2024

- Developed SquirtlePedia, a React-based Pokémon encyclopedia utilizing React Router and React Bootstrap, showcasing proficiency in modern front-end technologies.
- Implemented comprehensive CRUD operations for a Favorites feature, demonstrating understanding of data management and user interaction in web applications.
- Integrated PokeAPIv2 to fetch and display detailed Pokémon information, highlighting skills in working with external APIs and data manipulation.

SKILLS & INTERESTS

Skills: IT support, Help Desk, ServiceNow, Troubleshooting, Microsoft365, HTML, CSS, React, ReactBootstrap

Interests: Video Games, Computer Hardware, Continuous learning of technology