

# Alex Bravo

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## WORK EXPERIENCE

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### 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.
- I troubleshoot a range of issues on university-provided computers, from connectivity problems to hardware malfunctions.
- Responsibilities include assisting with WiFi connections, password resets, and addressing more complex tech challenges.
- When issues arise beyond immediate resolution, I log tickets for further action using Service Now
- Additionally, I offer on-site support, visiting employees' offices to address technology concerns, ensuring a seamless tech experience for the university community
- Help re-image company and school computers using ManageEngine.

### 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

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### Personal

*Cleaning Services Web App (In Development)*

- Designing a website using React.js and Supabaes to enable clients to request quotes and explore professional cleaning service
- Developing an easy to use booking system where clients can share their cleaning needs and schedule consultation appointments.
- Building a responsive user interface that will feature a service area map (React-Leaflet), pricing guides, and an interactive display of services.

*SquirtlePedia*

- 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.

## SKILLS & INTERESTS

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

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

## EDUCATION

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California State University-Dominguez Hills

Carson, CA

*Bachelors - Computer Sciencece*

*Graduation Date: May 2026*

*Minor- Information Technology*