Daniel Tinajero

AURORA, IL 60506　　　████████████████　　　████████████

Education

Aurora University, *Aurora, IL*　　　　Aug 2015 – May 2018 Bachelor of Science in Computer Science, graduated May, 2018

Waubonsee Community College, *Sugar Grove, IL*　　　　　　　Aug 2012 - May 2015
　　　Associates of Science in Criminal Justice

Work Experience

IT Support Analyst
- Administer help desk and incident handling by using Jira service desk.
- Deploy, configure and trouble shoot Dell laptops. On-board and train employees with IT equipment.
- Work with software tools, such as Sophos, Logmein Central, Rapid 7, and SharePoint.

Network Administrator　　　　**Freudenburg**, Aurora, IL　　　　Nov 2018 – February 2019
- Administered user help desk and incident handling by using IT service management tool; involved corporate or external support where necessary.
- Deployed, configured and trouble shot PC's, mobile devices, IT equipment and trained users and other IT staff.
- Created and delivered presentations for company meetings to inform others of IT projects in progress.
- Integrated macOS into an organizational network designed specifically for windows based units.

Apple Specialist　　　　**Apple Main Place,** Naperville, IL　　　　Aug 2017 – Nov 2018

- Provided customer service and support of all standard Apple applications and hardware.
- Developed customer relations skill to educate, train, and trouble shoot with customers on how to use their Apple products. **Projects**

Illinois Shock Basketball　　　　　　　　　　　　　　　　　　June 2018
- Utilized a bootstrap and used HTML and PHP to develop a visually appealing and user friendly website.
- Used agile method that allowed for the opportunity to work directly with the customer face-to-face. • The following is the link to the product that was created:
  o Ilshockbasketball.com

Razorsharp Barber Shop　　　　　　　　　　　　　　　　March 2017 - Present
- Developed a website using HTML and PHP that allows Barber Shop customers to book appointments online and easily communicate questions with the Barber Shop.
- Employed an agile method, working directly with the customer to assess his/her needs and produce an effective and efficient product. • The following link is the product that was produced for this client:
  o http://45.55.136.114/~dtinajero01/razorsharp/

Drone Pi　　　　　　　　　　　　　　　　　　　　　　April 2018

- Assumed the role of project manager and led the group through goal setting and maintaining the project timeline.
- Replicated a flight controller by programming a raspberry pi.
- Applied Python to program the drone and incorporated the PID (proportional, integral and differential) process.
- Operated with white box testing to assess the drone's internal structure and functionality.

Skills

- Zendesk, Active Directory, Webbadmin7&10, Java, JavaFx, PHP, Bootstrap, HTML, Mac IOS, Windows 7, 10, Image laptops, configure/manage printer.
- Fluent in Spanish
- Proficiency in Word, Excel, and Power Point