

# Benjamin Hernandez

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## Skills:

- Proficient in Google Workspace and Microsoft Office.
- Knowledgeable of Software Development, Design, and Agile development process
- Experience constructing and maintaining computer hardware
- Indeed Skill Assessment: Technical Support: Customer Situations – Highly Proficient, Mechanical Knowledge - Proficient
- Working knowledge of several programming languages (HTML, CSS, JavaScript, Java, C#, C++, PHP, SQL)
- Thrives both working alone and in team environment
- Adapts to new concepts and situations quickly

## Education:

**California State Polytechnic University, Pomona**

**College of Business, Bachelor of Science in Computer Information Systems**

Graduated: 2021

Certificate Programs: Google UX Design Certificate - Coursera

Completed: 2021

## Experience:

Consultation Agent, Geek Squad

Best Buy

March 2022 – Current

Consult with clients about issues with their devices(Android, iOS, Windows), Instruct clients on device functionality, Test hardware functionality of products that have been returned to ensure products can be resold, Document client interactions, issues, and resolutions, Promote Best Buy Total Tech membership plan and additional products to clients

Freelance QA Tester

uTest

January 2022 – Current

-Testing and reviewing software for potential bugs, Writing clear and concise bug reports for developers

Freelance Usability Tester

UserCrowd

February 2022 – Current

-Testing and providing feedback on the usability and design of different websites and software to ensure accuracy and effectiveness of design

## Projects:

Google UX Certificate Projects:

Sunset Movies - Food/Drink Ordering App Design (Aug '21 - Sep '21)

Lunar Fall - Video Game Profile Website Design (Sep '21 - Oct '21)

The Grad Guide - Career Advisor Website and App Design (Oct '21 - Nov '21)

-Role: UX Designer, Utilized UX design principles to create user-centered designs

CIS Degree Team Project - Corporate Performance Analyzer

-Purpose: Displays the income statement, balance sheet, and all related articles about a specific company between the years 2015-2019

-Role: Collaborated with team members in database creation, creation of the algorithm of the analysis, and development of statements, knowledge, article, and analysis pages.