

April DaRosa

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EDUCATION

Bachelor of Science, Management Information Systems

Expected graduation: May 2026

San Jose State University, San Jose CA

WORK EXPERIENCE

I&T Infrastructure Intern, City of Cupertino

August 2024 - Present

- Took on a helpdesk role where I actively monitored the ticketing system to ensure that any reported issues by City staff were tracked and resolved efficiently. I collaborated with network specialists to troubleshoot and resolve problems related to connectivity, software issues, or hardware malfunctions.
- Ensured timely communication with users, providing updates and escalating issues when necessary to senior IT staff.
- Imaged over 100 laptops from Windows 10 Enterprise to Windows 11 Pro. I prepared the machines by backing up important data, applying the latest system updates, and ensuring compatibility with existing software and hardware. I also ran tests to ensure that each machine functioned properly, with no issues related to the operating system transition, and that all necessary applications were correctly installed and configured using PDQ SmartDeploy.
- Wiped old workstations' hard drives for e-waste and wiped old laptops using shredOS, ensuring that no data could be recovered.
- Assisted with Active Directory, which includes tasks such as creating and managing user accounts, setting up user permissions, and ensuring users had the appropriate access rights. I also helped troubleshoot account-related issues such as login problems, password resets, and access management.
- Well-rounded in Windows 11 pro and how to problem solve any bugs or issues encountered by users. I was able to diagnose and fix issues by using PowerShell and Command Prompt to run diagnostic commands, check system logs, and perform basic network troubleshooting,

Recreation Lead, City of San José

November 2023- June 2024

- Distributing event outlines for staff and contractors including: establishing staffing fees, estimating costs for labor and equipment, and planning assets for the event within a limited time period.

- Utilized AutoCAD software to expertly design detailed floor plans for diverse space rentals at City Hall. Demonstrated proficiency in translating conceptual layouts into precise, scale drawings, incorporating essential elements for optimal event functionality.
- Skilled in utilizing Cybersource Wells Fargo capabilities to optimize payment workflows: processing client payment fees that include: applications, catering, and final cost for the event. Demonstrating a commitment to accuracy and confidentiality in handling sensitive information.
- Drafting contracts for clients to ensure all protocols and policies are followed. Able to handle legal documents, ensuring compliance and risk mitigation.
- Reviewing council memos with the City Attorney.
- Created monthly financial reports to send to the finance department, making sure to capture every transaction before the fiscal year is over. Capturing revenues, deposits, refunds, and adjustments. Making sure clients had a W-9 before sending over a check refund or ACH payments. Sent invoices to clients once their event has concluded.
- Successfully contributed to the smooth execution of events by maintaining up-to-date and well-organized records, showcasing a commitment to precision and effective communication.
- Conducted thorough interviews with potential colleagues to assess their qualifications and alignment with the office's objectives

Student Assistant, San Jose State University

June 2023- December 2023

- Answering any phone calls with proper work etiquette regarding student's needs according to their college.
- Scheduling appointments with students with their proper advisors and delivering information regarding: What, When, and Where the appointment is.
- Answering questions students may have about campus and office hours.
- Guiding students to their proper department and transferring their calls to the appropriate department.

SKILLS

Language: Fluent in Spanish and English. Proficient in Portugese.

Technology: Microsoft Word, Microsoft Excel, Microsoft Office, Python, and Pandas.

Relevant courses:

- Calculus
- Introduction to business programming
- Systems Analysis and Design
- Fundamentals of Information Systems

Other:

- Financial services
- Phone etiquette
- Customer service
- Team leadership and coaching
- Windows 11 Pro