

Elían Arrazate

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Education

Bachelor of Science (B.S.), Management Information Systems | Expected May 2027

San José State University – San Jose, CA

Associate of Science for Transfer, Business Administration 2.0 | GPA: 3.6 | May 2025

Bakersfield College – Bakersfield, CA

Certifications

CompTIA A+

Professional Experience

United States Air Force – Supply Logistics Specialist

Oct 2018 – Oct 2023

- Supervised and trained 15+ airmen on material management systems, improving team readiness, and accuracy of operations.
- Oversaw and safeguarded \$27M+ in equipment, reducing shortages by 20% through proactive stock monitoring.
- Implemented risk management plans that cut recurring supply delays by 30%, directly supporting mission readiness.
- Coordinated logistics with maintenance and operations units, streamlining distribution across multiple bases.

ServiceNow NextGen Program – Jr. Developer Intern (SkillBridge)

Jun 2023 – Nov 2023

- Co-developed a camping supply e-commerce app within ServiceNow, enabling full order lifecycle from browsing to checkout.
- Acted as System Administrator and Co-Developer, managing access controls, data flows, and workflow automation.
- Programmed custom functionality in Python and Java, building shopping cart features and integrating purchase flows.
- Designed dashboards and workflows to simulate real-world business operations, improving the project's evaluation scores.
- Collaborated in an agile team, presenting progress to mentors and implementing feedback to deliver a functional final product.

The Home Depot – Customer Service & Sales Associate

Feb 2024 – Mar 2025

- Assisted an average of 60+ customers daily, identifying needs and recommending solutions that increased department sales.
- Closed sales across multiple departments, boosting customer satisfaction scores in assigned aisle
- Maintained and audited high-demand product inventory, reducing out-of-stock incidents by 10%.

Key Skills

- Technical: ServiceNow, Python, Java, Excel, Power BI (beginner), Microsoft Office Suite, Windows OS
- Analytical: Business Process Mapping, Requirements Gathering, Data Analysis, Risk Management
- Professional: Stakeholder Communication, Customer Relations, Leadership, Project Coordination