

# Justin Gonzaga

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## Education

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**San Jose State University**

*San Jose, CA*

**Business Administration: Management Information Systems**

*Expected Graduation: Spring 2025*

## Work Experience

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**Security Specialist**

*August 2020 – February 2023*

*Security Industry Specialists, Inc., Cupertino, CA*

- Documented & reported incidents & activities throughout assigned campuses, at least five times a day
- Demonstrated strong leadership skills administering & managing access control & break schedules for security team daily
- Established coordination with colleagues & contractors to ensure safety & productivity through creation of organized daily processes
- Managed to deliver effective time schedules for daily check-up walk-throughs
- Dealt with 30+ contractors on a routine basis, with implementation of sign-in sheets, contractor badges, questions & concerns

**Office Receptionist**

*May 2019 – August 2022 (Summer)*

*RG Motorworks, Henderson, NV*

- Welcomed & supported customers & offered assistance for inquiries as well as assist with repair decisions
- Scheduled & managed customer appointments efficiently: communicated with manager to provide accurate wait time estimations for repairs
- Accommodated team members with certain responsibilities & maintained active engagement in work environment & practiced customer service to determine optimal solutions for customers' automotive repair

## Projects

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**Mock System Development Life Cycle**

*San Jose State University*

- Undertook development as team leader for designing a newly developed Information System through planning & analysis phases of a mock Systems Development Life Cycle (SDLC)
- Conducted thorough feasibility studies, assessing technical, operational, & economic viability, resulting in data-driven recommendations for hands-on project prioritization: developed time management improvement plans

## Skills

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**APPLICABLE SKILLS:** Interpersonal communication, team leadership, general management, time management, computer hardware, studying Python

**LANGUAGES:** Fluent in English & Tagalog