

Janette Montelongo

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EDUCATION

BS, Business Administration, Management Information Systems Concentration May 2026

San Jose State University, San Jose, CA

Relevant Coursework: Introduction to Business Programing, Systems Analysis and Design

AA, Business Administration

May 2024

Evergreen Valley College, San Jose, CA

EXPERIENCE

After School Program Leader, Think Together, San Jose, CA April 2022 - Present

- Design and implement educational activities aligned with lesson plans and school programs
- Provide homework assistance, academic enrichment, and facilitate physical activity
- Encourage positive behavior and decision-making among students

Barista, Starbucks, San Jose, CA

March 2020 - April 2022

- Prepared and served a wide range of handcrafted beverages, mastering over 100+ drink recipes
- Trained new baristas, providing guidance on company procedures, product knowledge, and customer service
- Collaborated with team members to optimize daily operations and maintain a smooth work flow during peak hours

IT Apprentice, Google, Mountain View, CA

July 2019 - January 2020

- Provided technical support for Windows, Mac OSX, Linux, Chrome OS, iOS and Android on a daily basis
- Assisted in troubleshooting and resolving hardware, software, and network issues for users
- Created documentation for common IT issues and solutions, enhancing the team's knowledge base and support efficiency
- Assisted weekly in implementing security protocols and performed regular system updates to ensure software compliance with organizational policies

Library Aide, San Jose Public Library, San Jose, CA

August 2014 - July 2019

- Organized and shelved over 100+ library materials weekly
- Helped patrons navigate the library's collection and resources
- Provided guidance on how to use library equipment and services
- Proficient in handling and maintaining library materials

SKILLS

Languages: Bilingual in English and Spanish

Computer: Proficient in Microsoft (Word, Excel, PowerPoint), Google Apps (Sheets, Slides, Docs), Windows/Mac OS, Ticketing system, Troubleshooting, Active Directory, Desktop support

