

Santiago Silva
Ssilva1298@outlook.com
(510)-563-9780

Summary

Secure a position in IT industry that enables utilization of my skills and qualities to achieve excellence in my chosen technical domain, endeavor to show improved results for the prospective employer and meet new challenges through dedicated perseverance and continual learning.

Experience

Manufacturing Development Program | Fremont, CA

Aug 2023-

Sep 2023

Tesla Intern

- Built and coded electrical engineering components.
- Built and programmed robotic components.
- Managed and troubleshooted mechanical systems.
- Created and read technical blueprints.
- Operated complex manufacturing equipment.
- Led a project comprising of 4 or more people.
- Created and revised 3D models.
- 3D printed custom designs.

3G Flooring | Westley, CA

Dec 2018-

Aug 2023

Hardwood and Vinyl Floor Installation Technician (Foreman)

- Managed a crew of five individuals safely and efficiently on a large-scale construction jobsite.
- Oversaw material and labor management to ensure jobs were fully complete and of the upmost quality.
- Ensured that manufacturers installation standards were fully met to allow for maximum warranty coverage.
- Collaborated with jobsite superintendents to schedule times for optimal labor needs.
- Interacted with homeowners to fulfill reparations to any flooring that may have been damaged.
- Advised clients about foreseeable costs before installation began.
- Laid wood, vinyl, concrete, and other types of flooring.
- Removed existing flooring and discarded this material, if needed.
- Cleared the work surface from dust, debris, and obstructions.

- Prepared the work surface by applying adhesive, underlayment, or other appropriate materials.

Computers Repair & Web Masters | Remote Work (Hybrid)

Jan 2015-
Dec 2018

Information Technology Analyst

- Conducted research and analyzed data to identify areas for improvement in IT systems and processes.
- Developed and implemented strategies to improve IT operations and efficiency.
- Identified and recommended technology solutions to meet business needs and objectives.
- Collaborated with other IT professionals to implement and maintain software and hardware solutions.
- Tested and evaluated new technology solutions and provided feedback to development teams.
- Monitored and analyzed system performance to identify and resolve issues.
- Developed and delivered training programs to end-users on new technology solutions.
- Stayed up to date with industry trends and advancements in technology.
- Provided technical support to end-users, troubleshoot issues, and resolved problems.
- Created and maintained technical documentation, such as user manuals and system specifications.
- Provided training to end users on new software and systems.
- Ensured the security of IT systems and data, including implementing and maintaining security protocols and procedures.
- Participated in the development and implementation of disaster recovery and business continuity plans.
- Performed regular system maintenance, including updates, backups, and patches.

Education

Aug 2023-

Nov 2023 **Ohlone College, Fremont CA**

- Completed Manufacturing Development Program as an intern for Tesla
- 11-week Engineering focused accelerated program

March 2022-

Dec 2022 **Chabot College, Hayward CA**

- Computer science degree candidate, expected graduation date May 2025

Sep 2017-

Dec 2019 **California State University East Bay, Hayward CA**

- Attended for 2 years, Kinesiology and business focused

Skills

- Proficient at reading, writing, and speaking Spanish
- Operating systems and software
- Programming Languages: Python, SQL, HTML, C++
- Exemplary leadership skills
- Outgoing and communicative
- Proficient with Microsoft Office
- Proficient in MATLAB
- Organized and plan oriented
- Demonstrates a high level of professionalism
- Ability to work quickly and maintain a high level of craftsmanship and attention to detail

Certifications

- Working towards CompTIA A+, Certification for computer support technicians

Professional References

- Mike Sanchez – Computers Repair & Web Masters – (207)-206-4422
- Robert Walden – 3G Flooring – (510)-560-0768
- Donna Garcia – ThermoFisher Scientific – (650)-346-8847