

Roberto Wong

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WORK EXPERIENCE

Portafolio: robertowong.com GitHub <https://github.com/tycowong/>

StarRez

Apr. 2025 – Present

Technical Support Representative

San Diego, CA

- Debug and design SQL queries for customers.
- Complete Tickets in a timely manner without breaking SLA's in ZenDesk.
- Update customer data on Salesforce.
- Log Jira tickets for Bugs
- Maintain a customer satisfaction rating of 90% or hire
- Make Changes on customers backend utilizing SQL

HP, Inc. | Global Experience and Design 2025

Apr. 2024 – Apr.

Research Operations Specialist / IT Support

San Diego, CA

- Developed python scripts to filter a pool of target participants from HP's database of hundreds of participants based on criteria set by researchers.
- Onboarding and Offboarding employees by utilizing Active Directory and Re-imaging computers.
- Automated HP's customer recruitment process by leveraging python scripts and internal O365 tools (Power Automate, Power BI, Sharepoint Lists, etc.) to coordinate the signing of legal forms and scheduling, reducing recruitment times from 2 weeks to 2 hours
- Coach researchers across US and Asia sites on interview streaming and data best-practices
- Enabled the successful execution of over 10 in-person studies by coaching and supporting researchers across the US and Asia with A/V equipment, streaming, and providing data collection best practices.
- Aid teams with flashing custom firmware to unreleased Printers in order to conduct UX design audits.
- Designed cross-team research and equipment calendar and inventory system to coordinate onsite studies across different organizations

Best Buy | Geek Squad

Dec. 2022 – Apr. 2023

Apple Pro Advanced Repair Agent

Chula Vista, CA

- Work directly with front end Consultant Agents with customers' expectations and set the Agents for success.
- Replaced iPhone's screens, back glass, battery, etc. as well as running diagnostics using Apple authorized tools.
- Perform monthly stock audits.
- Built a number of custom desktops for customers.
- Resolved Apple Support tickets.

Best Buy | Geek Squad

Dec. 2021 – Dec. 2022

Advanced Repair Agent

Chula Vista, CA

- Re-image desktops and laptops from both MacOS, Linux, and Windows machines.
- Resolve tickets in a timely manner using proprietary GeekSquad ticketing system.
- Performed upgrades on customers units from RAM, MotherBoard, Processor, Storage, etc.
- Backup and transfer information between devices.
- Created guidelines on how to set customers' expectations and guidelines on how to assess customers' needs.

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Python Programming for Data Science (BrainStation), SQL Complete SQL Bootcamp (Udemy)
- **Skills:** Active Directory, Group Policies, Ticketing, Service Now, Hardware Repair, Software Troubleshoot.

- **Programming Languages:** Python, C, SQL, CSS, HTML and Familiar with JS and C++
- **Interests:** Mechanical Keyboards, DIY projects, Vinyl Records, Video Games, and Travel.

EDUCATION

Southwestern College

A.S., Computer Science

May, 2020

Chula Vista, CA