

# Jordan Fagundes

Fresno, California | +1 (559) 477-5199 | [jordanfagundesbusiness@gmail.com](mailto:jordanfagundesbusiness@gmail.com) | [linkedin.com/in/jordanfagundes/](https://www.linkedin.com/in/jordanfagundes/)

## EDUCATION

### Bachelors of Science, Business Administration, Concentration in Accounting

June 2028

San Jose State University, San Jose

Started January 2026 - expected Graduation June 2028.

### Bachelors of Science, Electrical and Electronics Engineering

June 2024

California Polytechnic State University, San Luis Obispo

Completed 69 quarter credits of coursework towards degree. (No degree obtained).

Relevant coursework: Intro Electrical Engineering, Electrical Circuit analysis Lab, Bio-engineering Fundamentals.

### Associate Degree, Accounting

December 2025

Fresno City College, Fresno, CA

Relevant coursework: Financial Accounting, Quickbooks Fundamentals, Beginning Excel, Payroll Accounting, GE

requirements. (No degree obtained).

## SKILLS

**Computer:** Proficient in Microsoft Suite (Word, Excel, Powerpoint), Google Suite (Sheets, Slides, Docs), QuickBooks, Fusion 360, Adobe Creative Cloud

**Certifications:** Amateur Radio License

## PROJECT EXPERIENCE

### Online Storefront & Server Operations, Independent Project

April 2024 - August 2025

- Built and managed an online storefront utilizing Tebex for a multiplayer game server supporting 30-40 players, handling customer purchases and digital order fulfillment.
- Provided customer support by resolving purchase issues, answering inquiries, and handling disputes professionally with an average of 12-48 hour resolution time.
- Gained hands-on exposure to Linux while deploying and maintaining servers on dedicated machine hosted via OVHcloud.
- Designed and developed 5+ custom scripts to enhance player satisfaction while in multiplayer game server.

### Arduino-Based Door Lock, Electrical Eng - Lab

September 2021

- Designed and built a secure door lock system using Arduino microcontroller and touchpad.
- Programmed embedded software for access control and integrated 3D-printed housing for hardware components.

## EXPERIENCE

### ITS Student Assistant, California Polytechnic State University, San Luis Obispo

May 2023 - June 2024

- Utilized Ticketing System [Jira] to track, prioritize, and resolve customer technology requests, collaborating with cross-functional teams to ensure timely issue resolution within 6-48 hours.
- Managed large network of computers through Jamf and Active Directory, ensuring secure access control and system reliability.
- Coordinated relocation and setup of computer equipment for customers, ensuring timely and accurate configuration at new locations.
- Proposed new ideas regarding creating a better flow of computers and equipment to be surplus.

## ACTIVITIES

### Licensed Amateur Radio Operator, Formerly active in Cal Poly Radio Meetings

January 2023 - December 2023

- Obtained FCC Technician Class license demonstrating knowledge of radio communication principles and regulations.
- Collaborated with a small team of 3-4 radio operators during group meetings to strengthen communication skills and gain hands-on knowledge of radio equipment.