Lovina Mozdzen

Technology Specialist

Dedicated Technology Specialist with 1 year of experience in providing innovative technical solutions and support. Proficient in various programming languages, software applications, and hardware systems. Demonstrated ability to quickly learn new technologies and troubleshoot complex technical issues. Excellent communication and collaboration skills, with a strong commitment to customer satisfaction and continuous improvement.

lovina.mozdzen@gmail.com ✉

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1234 Sunshine Lane, San Francisco, CA 94110 📍

Education

Bachelor of Science in Information Technology at California State University, Long Beach

Aug 2017 - May 2022

Relevant Coursework: Database Management, Network Security, Web Development, Data Analytics, Programming Languages, Cloud Computing, Mobile Application Development, Cybersecurity, and IT Project Management.

Links

linkedin.com/in/lovinamozdzen

Skills

Python programming

Network administration

Cybersecurity expertise

Machine learning

Cloud computing

Data analysis

Blockchain development

Employment History

Technology Specialist at Apple Inc., CA

Feb 2023 - Present

- Led the development and successful launch of a new iOS application, resulting in a 25% increase in user engagement and over 500,000 downloads within the first three months.
- Implemented innovative machine learning algorithms to optimize product recommendations for Apple's online store, boosting sales by 15% and generating an additional $1 million in revenue annually.
- Streamlined the software updating process for Mac devices, reducing customer complaints by 30% and cutting update installation time by 20%.
- Spearheaded a cross-functional team to improve the performance of Apple's cloud services, achieving a 99.9% uptime rate and increasing overall user satisfaction by 10%.

Associate Technology Specialist at Google LLC, CA

Sep 2022 - Jan 2023

- Successfully implemented a new machine learning algorithm for Google Search, resulting in a 15% increase in search relevance and a 10% improvement in user satisfaction scores.
- Developed and launched an innovative cloud-based solution for data storage and management, leading to a 25% reduction in server costs and a 20% increase in data processing efficiency for the company.
- Led a cross-functional team of 10 members in the design and development of a new cybersecurity system, which decreased the occurrence of security breaches by 50% and improved overall system stability.

Certificates

Microsoft Certified: Azure AI Engineer Associate

Sep 2021

Cisco Certified Network Professional (CCNP) Enterprise

Mar 2020

Memberships

CompTIA (Computing Technology Industry Association)