

Cristhian Galo

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EDUCATION

San Jose State University

Bachelor of Science in Software Engineering

GPA: 3.8/4.0

San Jose, CA

Graduation Date: May. 2028

EXPERIENCE

IMS Student Assistant

September 2026 - Present

San Jose State University

In-Person

- Provided live technical support for AV systems across **250+** classrooms, troubleshooting projector, microphone, and computer issues to prevent instructional downtime
- Logged and resolved incoming requests through the **iSupport** ticketing system, tracking issue status and resolution steps to maintain accurate service records
- Managed equipment loan requests for classroom and event technology serving a campus of **40,000+** students, tracking checkouts and returns to ensure inventory accountability

ITS Student Assistant

September 2025 - September 2026

California State University, East Bay

In-Person

- Resolved IT support tickets through **ServiceNow** by prioritizing urgent requests and meeting **SLA response times** to minimize downtime and maintain reliable operations
- Provided **Tier 2** support to **9,000+** staff and students across hardware, software, and classroom A/V systems, ensuring smooth classroom operations
- Managed an **Excel** inventory sheet for **100+ classrooms**, updating asset tags and equipment status to streamline equipment setup

Teaching Assistant

May 2025 - August 2025

Hack the Hood

Remote

- Assisted instructors in teaching Python to a cohort of **50+ students**, delivering hands-on explanations and guided practice so students could apply concepts in exercises and projects
- Delivered **5+ hours per week** of one-on-one and small-group support through code reviews and step-by-step debugging, strengthening student troubleshooting skills
- Created and maintained a learner website that centralized classroom content, improving access to program materials and reducing time spent searching for documents

PROJECTS

Galo Homelab | *Proxmox, OPNsense, Cisco SG300, Docker, Tailscale*

July 2026 - Present

- Built a segmented home network using a **Cisco SG300-10MP** managed switch, configuring VLANs (Management, Servers, Personal, IoT, Guest) and an 802.1Q trunk port to replace a flat network with enterprise-style segmentation
- Deployed **OPNsense** as the primary router and firewall on **Proxmox VE**, configuring VLAN sub-interfaces, DHCP, and AT&T IP Passthrough to provide dedicated routing and a public WAN IP for the network
- Self-hosted virtualized infrastructure on Proxmox including a Docker host (Homepage dashboard, Uptime Kuma monitoring) and an AdGuard Home/Unbound DNS filtering stack, with **Tailscale** configured for secure remote access

LedgerChat | *React, Django, JavaScript, Python*

February 2026 - Present

- Building a full-stack personal finance web app using **React** and **Django REST Framework**, applying computing skills to design a system for tracking income and spending
- Implemented secure account creation and access control with email verification, strengthening authentication and improving user data protection
- Designed relational data models for users, transactions, and categories, building API workflows that support reliable data storage and retrieval

Hack the Hood Learner Website | *JavaScript, Ruby, Jekyll*

May 2025 - August 2025

- Built a learner website using **JavaScript** and **Jekyll** to centralize program curriculum and resources in one hub
- Organized and published course materials, assignments, and technical resources to improve accessibility for students
- Maintained the site with version control and debugging practices, keeping materials current and ensuring reliable access

TECHNICAL SKILLS

Languages: Python, TypeScript, JavaScript, C++, HTML/CSS

Frameworks: React, Django REST Framework, Django, Vite, SQLite, PostgreSQL

Developer Tools: Git, VS Code, Jupyter Notebook, Eclipse, Proxmox, OPNsense

Spoken Languages: English(Native) and Spanish(Native)