

Jose Sahagun

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Skills

Technical: Technical Support | Computer Networking | HTML | CSS | Javascript | Python | MySQL | Git | AI

Business: Customer Service | Sales | Teamwork | People Leadership | Communication | Problem-solving | Emotional Intelligence | Growth Mindset

Education

Bachelor of Science in Software Engineering, Expected Graduation: June, 2026

Western Governors University, Online

- Relevant Coursework: Scripting and Programming , Database Management, Hardware and Operating Systems Essentials, Network and Security

Google IT Support Professional Completion: 2023

Full Stack Web Development | Coding Bootcamp Completion: 2018

UC Berkeley Extension

Experience

PepsiCo - Hayward, CA | Foodservice Sales Representative | 11/2024 - Present

- Manage and expand existing client relationships while utilizing advanced cold-calling techniques to generate new business
- Establish and nurture strategic partnerships with key decision-makers, consistently deliver exceptional customer service and maintain high satisfaction rates through personalized attention and proactive problem-solving
- Leverage data analytics tools to conduct thorough customer analysis and identify growth opportunities
- Consistently drive volume and revenue growth while expanding Pepsi's market presence

pai Labs - Novato, CA | Freelance Web Developer | 02/2013 - Present

- Handled e-commerce web development for brands increasing visitors online by 150%
- Developed website plans for 100+ businesses/artists to increase interactions (UI/UX & SEO)
- Collaborated with artists and published AR filters for social media accounts on Facebook and Instagram increasing engagement by 65%

Carmen's La Hacienda - Novato, CA | Assistant Manager | 02/2013 - 11/2024

- Provided a superior guest experience and established a recurring customer base.
- Operated in a quick and efficient manner, being the key to an overall great experience and 4+ stars on Yelp and Google.
- Analyzed point-of-sale data and customer feedback surveys, to identify key trends in customer preferences

Apple Inc. - Corte Madera CA | Product Specialist | 10/2010 - 12/2012

- Improved user experience by adapting 1,000+ users to Mac and iOS Apple ecosystem
- Diagnosed and troubleshooting for 3,000+ devices using internal and external resources
- Maximize volume and revenue utilizing fact-based selling methods to match customer needs