

Andrew Riad
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EDUCATION

Bachelor of Science, Expected Fall 2027
California State Polytechnic University, Pomona, CA – GPA 3.65
Major in Computer Engineering; Junior Standing

Associate of Science, Graduated 2025
Chaffey College, Rancho Cucamonga, CA – GPA 3.65
Associate's degree in Physical Science

RELEVANT COURSEWORK

- Calculus III, Linear Algebra/Differential Equations
- Electrical Circuit Analysis II + Labs
- Physics for Scientists & Engineers II (Electromagnetism & Circuits) + Labs
- Object Oriented Programming & Data Structures and Algorithms
- Digital Logic Design + Lab
- Intro to Microelectronics (Including RF Concepts)

EXPERIENCE

Office Manager February 2025 - Present
Lock and Roll Locksmith, Rancho Cucamonga CA

- Automate spreadsheets to monitor inventory levels, reduce errors, and streamline supply ordering
- Manage day-to-day office operations by coordinating technician schedules, customer communication, and service logistics in a fast-paced environment
- Design and maintain digital tracking systems for jobs, inventory, and service records to improve data accuracy and operational efficiency
- Provide hands-on troubleshooting for office computers, POS systems, and scheduling software, resolving hardware and software issues as needed
- Maintain and organize customer and service databases using structured data management practices
- Train new office assistants on customer relations, software, and problem-solving tactics

Sales Associate October 2023 - February 2025
Office Depot, Rancho Cucamonga, CA

- Delivered customer-facing sales and support in a high-volume retail environment, balancing technical assistance with efficient transaction processing
- Advised customers on computers, printers, and related technology by explaining specifications, comparing options, and recommending solutions based on use cases
- Operated and troubleshooted POS systems while processing purchases, returns, and online order fulfillment
- Managed inventory restocking and order fulfillment, preserving accurate product placement and store organization
- Communicated technical information clearly to non-technical customers, strengthening problem-solving and user-focused design skills
- Trained new employees on equipment, software, procedures, as well as sales tactics and customer support

TECHNICAL SKILLS

- Tools & Software: Microsoft 365, Intuit QuickBooks, SolidWorks, Fusion, Multisim, Visual Studio
- Systems & Concepts: Digital logic, circuit analysis, data organization, system troubleshooting
- Other: Spreadsheet automation, technical documentation, customer-facing technical communication