Mario Chong Loo

mariochong113@gmail.com • El Monte • (626) 262-8349 • https://www.linkedin.com/in/machongloo/ •
https://myceey69.github.io/

PROFESSIONAL EXPERIENCE

IT & Guest Services Associate | MARRIOTT INTERNATIONAL | *Rosemead, CA*   (2025)

- Responsible for operating hotel property management systems, troubleshooting basic technical issues with front desk equipment and guest technology, assisting with Wi-Fi and in-room tech support, and maintaining data accuracy while following cybersecurity protocols.

LACCD Web Services Team Intern | Jacobs x BuildLACCD | *Monterey Park, CA*   (2024-2025)

- As a **WST** Intern with the **Los Angeles Community College District**, I collaborated closely with engineers and project managers, facilitating project coordination and leveraging various computer-assisted engineering software. Actively contributed to data collection efforts, expanding expertise and exposure to diverse field facets. Assisted in maintaining websites and data systems across nine colleges within the **Los Angeles Community College District**, enhancing accessibility for over 230,000 students and employees.
- I complete my daily clock-in/out with my supervisor and internship coordinator through email and Teams. I participate in Scrum, Sprint, Stakeholder, and Design Meetings. I take notes throughout the meetings to keep a record so engineers can refer back to them. I participate in office hours with a couple of web developers to help customers solve website issues live. I contribute to helping web designers, web architects, and web developers with challenging tasks.
- Collaborating with engineers and project managers at LACCD, I enhanced website accessibility for over 230,000 users, contributed to data system maintenance, and supported cross-functional teams in solving complex web development challenges.

IT Support Technician | RiverStreamz | *El Segundo, CA*   (2024)

- I completed my clock-in/out through Cherwell. Played a crucial role as a Field Support Technician during the 2024 Primary Elections and 2024 General Elections, ensuring the seamless operation of the election infrastructure. Addressed paper jams in Ballot Marking Devices (BMDs) and Ballot Activation Mechanism (BAM) printers, safeguarding the integrity of the balloting process. Synchronized Electronic Poll Books (EPollBooks) ensure stable connections and reliable power supply management.
- Conducted proactive maintenance on BMDs, EPollBooks, and BAM printers, including implementing software updates and optimizing touchscreen calibration. Implemented robust security measures across all devices, including routers, Uninterruptible Power Supplies (UPS), BMD carts, EPollBook carts, and printers. Documented installations, maintenance procedures, and issue resolutions to enhance transparency and ensure compliance with legal and regulatory standards. Contributed to the success and integrity of the electoral process through technical excellence and security commitment.
- As an FST during the 2024 elections, I ensured the integrity of the electoral process by maintaining a secure and efficient election infrastructure, resolving technical issues, and documenting procedures to uphold compliance and transparency.

Sandwich Artist | Subway | *El Monte, CA*   (2024)

- Prepared and served high-quality food to customers, ensuring adherence to health and safety standards while maintaining excellent customer service. Managed cash register operations, inventory tracking, and store cleanliness to support daily business efficiency and customer satisfaction.

Shift Lead Barista | Ding Tea | *El Monte, CA*   (2023)

- Maintained a pristine and organized work area, ensuring compliance with health and safety. Delivered exceptional customer service, including taking orders, addressing inquiries about drink offerings, and ensuring customer satisfaction. Managed inventory by restocking syrups, toppings, and other supplies as required.

VOLUNTEER EXPERIENCE

GameGala 2025 Judge | Cal Poly Pomona | *Zoom*   (2025)

- Conducted live interviews with 6–10 K-12 students showcasing their computer science or game development projects. Observed live project demonstrations, asked insightful questions, and provided constructive feedback and encouragement. Evaluated and ranked projects based on creativity, technical skill, and presentation quality.

OC Marathon Water Station @ Miles 23 | BUILDING HUMANITY | *Costa Mesa, CA* **(2024)**

- Celebrating the 20th anniversary of the HOAG OC Marathon by volunteering at the Mile 23 Water Station! As we distribute water and cheer on the runners, we'll also be spreading awareness for Building Humanity, a local non-profit dedicated to empowering communities in need. Let's come together for a morning of enjoyment and support, helping marathoners cross the finish line with strength and spirit!

EDUCATION

California State Polytechnic University, Pomona | *CA* **(Anticipated June 2027)**
Bachelor's Degree | Computer Science

East Los Angeles College | *Monterey Park, CA* **(2021-2024)**
Associate's Degree | GPA: 3.68 | Dean's List
- Member of the Society of Hispanic Professional Engineers(SHPE)
- ELAC Engineering Club
- **Relevant Courses**: Object Oriented Programming in C++, Data Structures and Algorithms in C++, Programming in Java, Programming in HTML and CSS, Intro to Cyber Security, CS 101 Intro to Comp Sci in Python, Introduction to Computer Organization and Architecture, Discrete Structures in Java, Advanced Programming in Java.

San Gabriel Academy | *San Gabriel, CA* **(2019-2021)**
High School Degree/Diploma | GPA: 3.6 | Honors
- **Extracurricular**: Varsity Soccer.

SKILLS

Programming Languages: C++ (Advanced), Java (Advanced), Python (Advanced), HTML and CSS (Advanced).
Operating Systems: Windows, macOS, and Linux
Skills: typing 80+ wpm, Excel, Word, Teams, Powerpoint, MS Office, Photoshop, Premiere Pro, Visual Studio, JGRASP, SFML, QA, Sprint Planning, Scrums, Drupal, Fitness, Health, Punctuality, Reliability, Call Center, Alarm Monitoring, Multitask, Teamwork, Strong listener, problem-solving, databases, data entry, Technical skills, Git, Pull requests, Debugger, Computer networking, IDEs, Analytical skills, Professional team environment, Eagerness to learn, Adaptability, Collaboration, IT Support, troubleshooting, building/upgrading desktop computers, entry-level IT.
Physical Demands: lift and carry more than 25 lbs. Crawling, climbing, reaching, handling, kneeling, stooping, crouching, forklift.
Languages: Fluent in **English**(Speak/Read/Write), Fluent in **Spanish**(Speak/Read/Write), Fluent in **Chinese**/Cantonese(Speak)

HACKATONS/PROJECTS

HACKMESA 2025 – LACCD **(2025)**
Web-Based Fitness Platform - FitFusion

- Built a fitness tracking platform that allows users to log workouts and monitor metrics like body fat percentage, lean mass, and BMI.
- Designed front-end UI with HTML/CSS and JavaScript; implemented backend with Flask and Python.
- Deployed the full-stack application using Render and added motivational features to support user consistency.
- **Skills:** HTML/CSS · JavaScript · Flask · Python · Render · Artificial Intelligence (AI) · Front-End Development · Back-End Development.

BroncoHacks 2025 – Cal Poly Pomona **(2025)**
Mental Health Tracker Website - Mentie

- Developed a website to monitor users' mental health and track daily usage streaks.
- Implemented user authentication, an interactive data graph, and AI-based features for engagement.
- Integrated a backend database to persist user data and analytics.
- **Skills:** Project Planning · Artificial Intelligence (AI) · Databases · Front-End Development · Back-End Web Development · Data Visualization.

EV/GAS Project – BuildLACCD **(2025)**

- As part of an assignment at a Los Angeles Community College District campus, I conducted a comprehensive on-site survey of our parking facilities to count gasoline-powered vehicles, electric vehicles, and EV charging stations. Over several days, I systematically recorded each car's powertrain type and noted the location and availability of every charger. The primary goal was to calculate the current ratio of gas cars to EVs and assess whether our existing charging infrastructure meets campus demand. The data gathered will help inform recommendations for future sustainability efforts and infrastructure improvements.