ANDREW YOM

Rancho Cordova, CA · 757-805-9220 · acey240@gmail.com

Mechanical Engineering graduating student with hands-on experience in CAD-based design, mechanical systems, and technical troubleshooting, supported by a strong background in information technology, system diagnostics, hardware integration, and engineering problem-solving.

EDUCATION

University of California, Sacramento   **Sacramento, CA**
Bachelor of Science in Mechanical Engineering   *Expected Graduation: May 2026*

ENGINEERING & TECHNICAL PROJECTS

Automobile Project: Mazda RX-8   *Personal Project*
- Executed hands-on mechanical work on engine, transmission, brakes, and drivetrain systems with iterative modifications, troubleshooting, and system-level integration
- Performed system-level diagnostics and fault isolation using CANBUS data and electronic vehicle systems

Archimedes Turbine Windmill   *Academic 3D Design Project*
- Designed a functional Archimedes screw wind turbine using 3D CAD modeling
- Analyzed turbine efficiency using CAD-based simulations to identify performance limitations

Air-Powered Piston Engine   *Academic Project*
- Designed and assembled a compressed-air piston engine integrating thermodynamic, kinematic, and mechanical design principles with evaluation of system performance and losses
- Assessed piston dynamics, sealing performance, energy losses, and system efficiency

Pressure-Regulating Spray Nozzle   *Academic Design Project*
- Designed a spray nozzle system regulating flow rate across varying inlet pressures
- Applied fluid mechanics principles and iterative prototyping to refine flow performance

"Electronic" Bear Storage Box   *Senior Project*
- Designed an electronically managed enclosure for durability, reliability, and environmental exposure
- Fabricated and assembled welded structures with motorized and RFID-controlled access

PROFESSIONAL EXPERIENCE

Sacramento SPCA   **Sacramento, CA**
IT Support Specialist   May 2024 – Present
- Provide end-user technical support for Windows 10/11 and Microsoft Office 365, resolving hardware, software, and connectivity issues; diagnose and repair desktops, laptops, printers, mobile devices (iOS and Android), and peripheral equipment
- Communicate technical concepts clearly to multiple staff, improving issue resolution efficiency and user confidence; track and resolve service tickets while coordinating with users and management to ensure timely updates, identifying and reporting potential technical issues and security violations

Geek Squad (Best Buy Co., Inc.)   **Citrus Heights, CA**
Advanced Repair Agent   Aug 2022 – Mar 2024
- Diagnosed & repaired hardware and software failures across PCs, laptops, tablets, phones, and printers; managed a daily workload of up to 50 devices, completing deadlines and ensuring quality standards, while maintaining a client-centered environment by effective customer service techniques
- Applied structured troubleshooting methodologies to isolate faults and implement durable solutions; maintained strict data security, confidentiality, and device-handling procedures in compliance

PRO Unlimited, Inc.   **Folsom, CA**
IT Help Desk Analyst I   Jun 2021 – Jun 2022
- Delivered proficient customer and client support for operating systems, productivity software, and a diverse range of internally utilized software applications.
- Enforced technical procedures and security standards to protect user data and system integrity, and security of data, reports, and client device access.