

# Gabriel Diaz Rivera

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## EXPERIENCE

### **Ayin Health Solutions, Salem, OR** – Associate IS Desktop Technician

August 2024 – Present

- Provided tier 1 technical support for internal users, resolving incidents through phone, email, chat, and in-person.
- Managed user accounts, desktop configurations, and software installations for physical and virtual environments.
- Deployed and maintained hardware and software, coordinating with vendors for warranty and support issues.
- Created documentation and delivered training to improve user proficiency and system usage.
- Ensured timely ticket resolution and maintained high service levels, adhering to strict SLAs.
- Supported IT projects, assisting with new user setups and system upgrades to enhance department efficiency.

## TECHNICAL SKILLS

### Programming & Development:

- Languages: Python, C++, C, JavaScript, SQL, HTML, CSS
- Frameworks & Tools: ASP.NET MVC, Docker, Kubernetes, Git, Valgrind,
- Development Practices: Test-Driven Development, Object-Oriented Programming (OOP), Microservices Architecture, Software Design Patterns

### Networking & Systems Support:

- User Management, IT Migration, Provisioning, Help Desk Support
- Tools: HP Device Manager Console, PDQ Deploy/Inventory, Okta Administration, Zendesk, Jira

## EDUCATION

### **Western Oregon University, Monmouth, Oregon** – Bachelor of Science in Computer Science, June 2025,

- **Relevant Coursework:** Data Structures and Algorithms, Object-Oriented Programming, Databases, Software Design and Testing, Operating Systems, Networking Fundamentals, Software Engineering, Microservices.

**Chemeketa Community college, Salem, Oregon** Associate of Science Transfer in Computer Science, Sep 2021 – June 2023