

Jorge Ortiz

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EDUCATION

Florida Atlantic University

Bachelors of Science in Computer Science

Boca Raton, FL

Graduation Date: Dec 2026

Broward College

Associates of Arts and Sciences in Computer Science

Coconut Creek, FL

Graduation Date: Aug 2024

WORK EXPERIENCE

RCC Associates

IT Systems Analyst & Helpdesk

Deerfield, FL

Jul 2025 - Present

- Provide Tier 1–3 technical support for 100+ employees, managing hardware, software, networking, and VoIP systems.
- Leading initiative to implement hybrid Active Directory with Azure AD, centralizing authentication and improving security posture.
- Spearhead deployment of modern IT workflows, including helpdesk/ticketing platforms (Jitbit, Spiceworks).
- Conduct threat hunting and incident analysis through SentinelOne ThreatOps; apply EDR queries and MITRE ATT&CK techniques.
- Evaluate and recommend enterprise-wide endpoint and email security solutions to reduce organizational risk.

Banyan Treatment Centers

Help Desk Technician

Pompano Beach, FL

Oct 2022 - Jul 2025

- Serve as the primary point of contact for technical support across multiple centers, troubleshooting and resolving hardware, software, and network issues for 2,000+ users while ensuring HIPAA compliance.
- Extensively utilize Azure and Active Directory to manage user accounts, oversee three remote employees, and coordinate IT infrastructure setup for newly launched sites in multiple states.
- Manage Infosec IQ security awareness initiatives, collaborate with cross-functional teams to implement new technologies, create user documentation, and maintain a high user satisfaction rating on resolved service tickets.

Broward County Public Schools

IT Intern

Ft. Lauderdale, FL

May 2019 - Jul 2019

- Diagnosed and resolved software, hardware, and connectivity issues for student and staff devices.
- Imaged and prepared 200+ laptops before the new school year, minimizing downtime.
- Assisted senior IT staff with ticketing systems, documentation, and basic network troubleshooting.

PROJECT EXPERIENCE

Bunkerheadz Game Development Group

Founder & Lead Developer

Remote

May 2025 - Jul 2025

- Founded and led an indie game dev group, coordinating programmers and artists across multiple projects.
- Built a Flappy Bird–style game from scratch with original pixel art, animations, and unique character assets.
- Directed transition into Unity 3D development, overseeing GitHub repository management and asset integration.

MGI Farms

Full-Stack Developer

Parkland, FL

Apr 2024 - Sep 2024

- Volunteered as a developer for a Michigan-based cannabis startup, creating an online presence in both Michigan and Florida.
- Built a fully functional site using React, Tailwind, Node.js, TypeScript, and JavaScript, incorporating 4K drone footage for a dynamic user experience.
- Utilized Figma for rapid prototyping and design visualization; full project code available upon request.

Personal Portfolio Website

Developer / Designer

Remote

May 2024 - Jun 2024

- Building an interactive portfolio site that integrates custom Blender-created 3D assets.
- Experimenting with WebGL/Three.js (or similar libraries) to ensure smooth rendering of 3D objects with minimal performance impact on the client side.
- Showcases advanced front-end design and highlights coding best practices, emphasizing an immersive user experience.

SKILLS

Languages & Frameworks : Java, Python, C++, JavaScript, TypeScript, HTML, React, Node.js, Tailwind, Three.js

Cloud & Administration : Microsoft Azure (AD), Basic AWS knowledge, Linux administration

Development Tools : GitHub, Docker, VS Code