

Eduardo Cruz García

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📄 https://badrequest0404.github.io/BadRequest404_CV/

SUMMARY

Enthusiast in systems administration and technical support, with practical experience in configuring virtual servers, Python automation, and managing services in Windows and Linux environments. Passionate about designing reproducible, secure, and scalable solutions. Seeking opportunities to apply my methodical approach and continue growing in technical roles.

EXPERIENCE

IT Support Technician

World Lighting Technology Group

07/2025 – 09/2025, Toluca

- Developed 2 Python applications for data analysis and operations, automating workflows and reducing manual times by 25%.
- Collaborated in technical support and script debugging, contributing to team incident resolution.
- Provided on-site and remote technical support to users, installing and configuring software to optimize IT environments.
- Trained users on IT applications, improving tool adoption and reducing support queries by 20%.

Freelance Project

Independent Technical Support

08/2018 - Present

- Diagnosed and resolved over 50 technical incidents using data recovery tools and Linux (Debian), in hardware and software.
- Provided remote and in-person user support, applying open-source software and physical tools to minimize downtime.
- Managed Windows and Linux environments, focusing on quick and secure solutions.

PROJECT

Graphical Application for PATH Repair (Python)

- Developed a Python GUI to detect and correct PATH environment variables in Windows and Linux, resolving recurrent issues in multi-OS setups.
- Applied best coding practices; ready for GitHub as an open-source tool.

Virtual Servers Configuration

- Implemented two independent servers in VMs: Alma Linux for network testing and Ubuntu Server for web services, practicing virtualization and security hardening.
- Experimented with deployment and monitoring, applying cybersecurity concepts.

Scalable Project: CRUD Users

- Integrated PostgreSQL for efficient queries in a user management app.
- Used Python with best practices in VS Code and PyCharm for scalability.

Personal Web Page (CódigoFacilito Course)

- Built a portfolio with HTML, CSS/Sass, and JavaScript, focused on responsive design.

EDUCATION

Computer Science Engineering

CNCI Universidad Virtual - Toluca • 06/2023 - Present

- Cybersecurity Certification
- Python Certification
- JavaScript Certification.

Computer Engineering

Universidad Politécnica del Valle de Toluca - Toluca • 09/2018 – 05/2022

- TOEFL.

CERTIFICATIONS

Git Foundations

CódigoFacilito at PSI Platform • 06/2025 - Present

IT Specialist - JavaScript

Pearson • 02/2025-Present

IT Specialist - Cibersecurity

Pearson • 02/2025 -Present

IT Specialist - Python

Pearson • 02/2025 - Present

Introduction to CyberSecurity

Cisco at netacad.com • 01/2025 -Present

Microsoft Certified: Azure Fundamentals

Microsoft at learn.microsoft.com • 01/2022 - Present

INVOLVEMENT

High School Social Service: Technical Support

Toluca, Mexico • IMIFE • 04/2018 – 10/2018

- Verified and optimized network connectivity in institutional equipment, ensuring 95% uptime.
 - Performed preventive and corrective maintenance on over 20 computer devices.
 - Advised users and managed support tickets, improving operational efficiency.
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SKILLS

Python (Intermediate – Automation and GUIs), Java (Basic), JavaScript (Intermediate)

HTML/CSS (Intermediate)

OS: Windows, Linux (Advanced), Android

Git/GitHub (Actions) with GitKraken (Intermediate)

SQL: MySQL/PostgreSQL (Intermediate), NoSQL: MongoDB (Basic)

Spanish (Native), English (Intermediate – TOEFL)

Leadership, Teamwork, Creativity, Critical Thinking, Empathy, Conflict Resolution, Adaptability, Stress Management, Effective Communication, Self-Taught, Problem Solving
