



# Eduardo Cruz García

## Computer Science Engineering

DevCruGa@protonmail.com • +52 7221009748 • Toluca, México • [https://badrequest0404.github.io/  
BadRequest404\\_CV/](https://badrequest0404.github.io/BadRequest404_CV/)

### Education

#### **Computer Science Engineering,**

CNCI Universidad Virtual

06/2023 – Present | Toluca

- Cybersecurity Certification
- Python Certification
- JavaScript Certification

#### **Computer Engineering, Universidad**

Politécnica del Valle de Toluca 09/2018 – 05/2022 | Toluca

- TOEFL

### Professional Profile

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.

### Professional Experience

#### **IT Support Technician: World Lighting Technology**

**Group, Toluca 07/2025 – 09/2025**

- 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.

### Technical Skills

#### **Languages and Tools:**

- Python (Intermediate – Automation and GUIs)
- Java (Basic)
- JavaScript (Intermediate)
- HTML/CSS (Intermediate)

#### **Systems and Databases:**

- OS: Windows, Linux (Advanced), Android
- Git/GitHub (Actions) with GitKraken (Intermediate)
- SQL: MySQL/PostgreSQL (Intermediate)
- NoSQL: MongoDB (Basic)
- Technical Support and Virtualization (Advanced)

## Personal/Soft Skills

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

## Certifications

**Git Foundations** – (06/2025 – Present) By CódigoFacilito at PSI Platform

**IT Specialist - JavaScript:** (02/2025-Present) By Pearson

**IT Specialist - Cibersecurity:** (02/2025 - Present) By Pearson

**IT Specialist - Python:** (02/2025 - Present) By Pearson

**Introduction to CyberSecurity** – (01/2025 - Present) By Cisco at netacad.com

**Microsoft Certified: Azure Fundamentals** – (01/2022 – Present) By Microsoft at learn.microsoft.com

## High School Social Service: Technical Support IMIFE, Toluca, Mexico 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

## Personal Projects

### Graphical Application for PATH Repair (Python)

09/2025 – Present

- 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

08/2025 – Present

- 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

06/2025 – Present

- 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)

02/2025 – Present

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

## Languages

- Spanish (Native)
- English (Intermediate – TOEFL)

## Enlaces

- <https://www.credly.com/users/eduardo-cruz-garcia.399bc9f6>
- <https://www.credly.com/users/eduardo-cruz-garcia>