



John Cruz

SOFTWARE DEVELOPER

ABOUT ME

I am a software engineer with nearly two decades of electronic communications and leadership experience. For the past 7 years, I have been self-motivated, consistently learning new skills within the IT industry to better serve both the companies I am on mission with, and the customers they support.

EXPERIENCE

Software Developer

Microsoft Software and Systems Academy | JBLM, WA | 2021 – Present

- Developed multiple applications with C#, Python, and the web development stack to solve various problem-solving tasks during both personal and class projects. Projects include the building of my personal website and creating open-source ethical hacking tools.

Lead Major Incident Manager/Sr. Engineer

Mindtree Limited | Redmond, WA | 2018 - Present

- Received multiple awards as a Team Influencer and High Performer by operating efficiently under high-stress situations during Major Incidents/Outages for Microsoft's core services.
- Improved Key Performance Indicators by up to 16% across all deliverables, notably bridge management, incident recordings, and executive-level communications.

Azure Platforms Engineer/Premier Support

Mindtree Limited | Redmond, WA | 2017 - 2018

- Transformed the Azure Platforms Team leadership structure, producing multiple small group leaders and increasing overall management efficiency.
- Received over 97% Customer Satisfaction ratings across all support cases by providing cloud computing solutions to complex issues on the Azure platform.

Junior Systems Administrator

Olympic Eagle Distributing | Puyallup, WA | 2015 - 2017

- Received highest ratings across core competencies and values during performance review.
- Saved over \$350k per year in electronics maintenance costs by taking on maintenance projects that were previously outsourced.

Senior Radio/Communications Security Repairer

US Army | JBLM, WA | 2002 - 2014

- Led maintenance initiative at the brigade level raising the Communications and Electronics status from below 75% effective to over 90% in under 6 months.
- Received multiple awards for efforts in leadership, unit training initiatives, maintenance initiatives, and process improvement.



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github.com/Cruz-S13

SKILLS

C#	Leadership Development
Python	Change Management
TSQL	C-Suite Communications
HTML	Business Insights
CSS3	Azure IaaS Platform
JavaScript	Infrastructure Management
Power BI	Major Incident Management

PROJECTS (Linked to GitHub)

SeCure-ity (bit.ly/SeCure-ity)

Python | Kali Linux | Metasploitable | Virtualization
- Collection of open source, ethical hacking tools

Crap-a-Dappa (bit.ly/Play-Craps)

C# | Object Oriented Programming
- Console app where users can learn how to play the Craps dice game.

EDUCATION

Certificate of Computer Science

Saint Martin's University
Projected Graduation - 2021

BAS: Network Security Administration

Green River College
2016 - 2017

AAS: Systems and Network Security

Clover Park Technical College
2014 - 2016