

Darwhin Gomez

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****Location:**** New York, New York

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****GitHub:**** [GitHub](https://github.com/dw8888)

Summary

Solutions-focused technologist with experience in IT support, automation, and end-user assistance. Proven

Core Competencies

- IT Support & Helpdesk
- Windows Operating Systems
- Active Directory
- Endpoint Management
- Troubleshooting & Problem Solving
- Customer Service
- Automation (Python)
- IT Asset Management

Professional Experience

IT Support Intern

****Mayor's Office of Information Services****

New York, NY

Feb 2024 – May 2024

- Automated troubleshooting workflows via Python scripts to reduce manual workload.
- Supported VIP users with secure access (Active Directory, VPN, VOIP).
- Refurbished and tracked over 800 devices for redeployment across city agencies.
- Maintained IT asset inventory using ServiceNow.
- Delivered white glove support on over 100 tickets with excellent service reviews.

IT Instructor Assistant

****RF CUNY & Generation USA (Choose-U)****

Remote, NY

Feb 2022 – Aug 2023

- Delivered 36 lessons covering IT support, Linux, PowerShell, and scripting for 200+ learners.
- Maintained a 96% cohort graduation rate through data-driven instruction.
- Developed comprehensive testing materials to assess student progress.

Education

Bachelor of Technology – Computer Information Systems

****City University of New York – NYC College of Technology****

Expected Jun 2024

- GPA: 3.78
- Dean's List (5x)
- National Honor Society

Certifications

- Google Cybersecurity Certificate

- Google Information Support Certificate

Additional Information

- Bilingual: Fluent in Spanish (native) and English
- Interests: AI Ethics, Cybersecurity, Technology Education, Community Engagement