

Devin Mauro-Gallegos

Broomfield, CO 80020 | 303-591-5446 | devin.maurogallegos@colorado.edu

EDUCATION

Bachelor of Science in Information Science, Minor in Philosophy

May 2021

University of Colorado Boulder, Boulder, CO

GPA: 3.40

Denver Public Schools Retired Employees Association Foundation Scholarship

National Honor Society Award for Community Service

WORK EXPERIENCE

Information Technology Intern

May 2020 - Present

Zivaro, Denver, CO

- Managing and maintaining internal information technology infrastructure while assisting in the development of new architecture. Assisting in the transition from on-premises to cloud-based network infrastructure.
- Responding to the technical needs of company personnel. Closed 500+ service tickets.

Desktop Support Technician

February 2019 – September 2020

Buff Techs – University of Colorado Boulder Office of Information Technology, Boulder, CO

- Solved numerous technical issues stemming from viruses, malware, and physical damage on client devices. Installed, configured, and troubleshoot software products, operating systems, and network connections. Closed 500+ incident cases.
- Worked on several projects implementing procedural changes and updating relevant software and hardware.

Course Instructor

June 2018 – July 2018

iD Tech Camps, Denver, CO

- Taught week-long Robotics Engineering and Coding Lab with VEX courses to 50+ students.
- Promoted critical thinking in a collaborative working environment, while maintaining a safe and productive classroom.

Robotics Engineer

August 2013 - May 2017

FRC Team #3648 Sparta Robotica – Thomas Jefferson High School, Denver, CO

- Operated as a Lead Electrical, Mechanical, and Software Engineer who assisted in physical construction, wiring, and programming of the primary competition robot.
- Designated Lead Designer and Gameplay Strategist; worked on the primary robot from conception to execution.

LEADERSHIP EXPERIENCE

Primary Technician

July 2020 – Present

Zivaro, Denver, CO

- Lead technician in charge of the Internal Information Technology Helpdesk and personnel onboarding. Primary point of contact for configuration and allocation of laptops, phones, peripherals, etc. for company personnel.
- Implementing measures and practices to maintain the hygiene of internal information technology architecture.

Team Co-Captain

August 2013 - May 2017

FRC Team #3648 Sparta Robotica – Thomas Jefferson High School, Denver, CO

- Served as an interdisciplinary liaison helping to mediate disputes and represented the team when working with sponsors and competition organizers. Made executive decisions pertaining to all facets of the competition robot.
- Placed first in the 2017 Colorado Regional FIRST Robotics Competition and placed in the top 50 for Carver Division at the 2017 Houston International FIRST Robotics Championship.

Teaching Assistant

August 2016 – December 2016

Center for Communication Technology – Thomas Jefferson High School, Denver, CO

- Assisted Lead Software Engineering Instructor by helping to outline course curriculum and assisted during lecture and general instruction.
- Installed and maintained software and hardware for classroom workstations and equipment.

SKILLS

- Advanced skill with Microsoft Modern Desktop ecosystem(s), Windows operating systems, & Office 365 Admin.
- Advanced skill with computer hardware configuration, assembly, optimization, troubleshooting, and repair.
- Advanced skill with Freshservice and ServiceNow ticketing platforms.
- Proficiency with Cisco Enterprise Security and Collaboration software solutions.
- Proficiency with Adobe Creative Suite and Autodesk Design Suite.
- Proficiency with fundamentals of Python programming, data management/analysis, and automation.