Emmanuel Diaz

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GitHub: github.com/Ediazpy | LinkedIn: linkedin.com/in/ediazpyDev

Professional Summary

- 15+ years of experience in customer service, management, and technical leadership.
- Proficient in Java, C#, Python, SQL, HTML, CSS, JavaScript, and Linux system administration.
- Skilled in network configuration (DNS, DHCP, VPN, and LDAP) and Linux server maintenance.
- Strong communicator adept at cross-department collaboration, technical problem-solving, and staff training.
- Fluent in English and Spanish with a proven record of leadership and reliability.

Technical Skills

Programming & Web: Java • C# • Python • SQL • HTML • CSS • JavaScript Software & Tools: Visual Studio Code • MySQL Workbench • NetBeans • Git/GitHub • Windows & Linux (Ubuntu, Kali) Networking: Configured and maintained LANs, VPNs, and wireless networks; implemented subnetting, DHCP, DNS, and security protocols. System Administration: Installed and maintained Linux servers with LDAP authentication, permissions, and firewall configurations.

Work Experience

Irrigator
Self-Employed
May 2023 – Present

Performed irrigation repairs, including diagnosing leaks, fixing plumbing and electrical issues, and replacing broken sprinkler heads. Designed and consulted on irrigation systems, ensuring proper pipe sizing, layout, and controller requirements.

Licensed Irrigator / Production Manager
Brightview, San Antonio, TX
May 2021 – March 2024

Successfully managed an irrigation department, overseeing system design, installation, maintenance, and repair while coordinating teams to ensure efficient operations and client satisfaction. Skilled in troubleshooting complex systems, conducting inspections, and implementing performance upgrades to enhance water efficiency.

Fraud Specialist/Security Operations
CitiFinancial Servicing Center, San Antonio, TX
March 2020 – May 2021
Investigated suspicious account activity, verified transactions, and ensured regulatory compliance while protecting client data.

Sales Associate (Electronics Department Lead)
Conn's Home Plus, San Antonio, TX
September 2019 – March 2020

Managed sales, inventory, and merchandising; trained staff and optimized customer engagement.

Assistant Manager
Cash America Pawn, San Antonio, TX
August 2016 – September 2019

Led store operations, including inventory management, loans, and merchandising. Trained and coached employees, driving store performance and customer satisfaction.

Manager
CJS Janitorial Services, San Antonio, TX
August 2012 – March 2017

Supervised and coordinated cleaning crews across multiple sites.

Conducted inventory, trained employees, and performed advanced housekeeping tasks, including floor stripping and waxing.

Education

Bachelor of Science in Computer Information Systems
DeVry University – (Anticipated completion date Nov 2026)

Associate of Applied Science in Information Technology and Networking
Information Systems & Programming Specialization – DeVry University (Feb 2024 – Sep 2025)

Undergraduate Certificate in Programming Essentials with Honors
DeVry University – Completed Dec 2024
- Dean's List (2024 – 2025) – 4.0 GPA
- Member, National Society of Leadership and Success
- IEEE Member 2024 – Present)

Licenses & Certifications
TCEQ Licensed Landscape Irrigator (LI0027872) – Issued May 2023