



Emmanuel Luna

Age 22 - U of U Graduate - Conduent IT Server Tech

<https://github.com/Elun4705>

Sandy, UT 84070
(801) 471 6592
em.lunaolivz@gmail.com

OBJECTIVE AND BACKGROUND

Seeking a position that allows me to continue my career in Computer Science. Passionate about technology, particularly software development, debugging/troubleshooting, and general applications.

EDUCATION

University of Utah, Salt Lake City UT — *Computer Science Bachelor – Graduated Spring 2025 – Dean's List 2021-2025*

- **Notable Courses:** Computer Organization, Models Of Computation, Artificial Intelligence, Computer Systems, Algorithms

WORK EXPERIENCE

Conduent, 510 Parkland Dr, Sandy, UT 84070 — **Data Center CNOC Engineer (March 2021 – Present 2025, 3.5 years)**

- **Monitor and maintain server, network and database devices alerts.**
- Escalate complex issues to higher-level or other resolver support as needed.
- Document all support interactions and resolutions in a ticketing system called ServiceNow.
- Respond to user inquiries via phone, email/chat, or in-person. Provide clear and concise instructions to users on how to resolve common issues. Assist users with software installations, upgrades, and configurations.
- **IT Infrastructure Maintenance:** Monitor system performance and identify potential issues through SolarWinds.
- Participate in the planning and implementation of new IT systems and upgrades. Maintain and update IT documentation.
- **Diagnose and resolve hardware, software, and network issues remotely** (possibly some on-site).
- **Collaboration and Communication:** Work closely with other IT team members to resolve complex issues. Communicate effectively with users and management on IT issues and solutions. Attend team meetings to define goals.
- Imaging Laptops and Desktops for clients
- Additional focus on programming, applying it to projects, and helping improve on present engineering.

While working at Conduent I was able to expand my programming skills, as I was coached by a senior developer who works on AGiXT.

RELEVANT SKILLS

- **IT Technician/Admin Tools:** Server, Network and SQL Database Maintenance, Organization and Management, SolarWinds, Azure, Django, PostgreSQL, Amazon EC2, Microsoft Office Suit & Google Tools
- **Programming:** C, C#, C++, Java, Python, Javascript, HTML, SQL, Rust, Ruby, Visual Studio, Git
- **Project Management:** SCRUM, CPM, Asana
- **Shell:** Developed proficiency in signal control flow, and using pipe I/O to execute commands concurrently through scripts.
- **Attention to Detail:** Write Test Cases, Unit Tests, Debugging, Commenting, and Maintaining Code. Reliable documentation.
- **Database connection with C# in Visual Studio:** Collaborated with a team of 2 to work for the backend of a database project, transferring data between C# and SQL environment.

CERTIFICATIONS

- Certification in Computer Maintenance, CompTIA A+, Servers, with experience in Windows and Linux OS, some level of, Vmware.
- IB Diploma
- University of Utah:
 - Software Development
 - Web/Mobile Development
 - Computer Systems/Security
 - Programming Languages
 - Artificial Intelligence/Machine Learning
 - Information
 - Visual Computing
 - API Integration

References – Will Provide as Required