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IVAN ORTIZ

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EDUCATION

B.S. Computer Science, St. John's University (Queens, NY) - January 30, 2015

EXPERIENCE

Field IT Technician / IKEA / July 1, 2015 - Present

- Maintain all of the hardware in two of our stores (Burbank and Covina), including but not limited to: Dell workstations and notebooks, HP and Lexmark printers, HP plotters, NEC phones, iMacs, DLoG forklift terminals, and all of the equipment in our server rooms
- Preside over our ticketing system (known as iDesk) to ensure that all co-worker incidents are responded to in a timely and efficient manner
- In charge of all IT projects that occur at the store and am the main point of contact for all of our technical vendors including Dell, HP, Acteon, Lexmark, Advantech, Wincor, and more

IT Lab Assistant / St. John's University / February - December 2014

- Managed entry into the computer lab and signed students into the Laptop Repair shop
- Reset student passwords and login credentials
- Assisted students and faculty with the printers, scanners, and workstations

PROJECTS

Burbank 399 Build-Up

On-site person responsible for the installation and implementation of all I.T. equipment during the construction of Burbank 399, which is now the largest IKEA store in North America.

Personal Portfolio

My personal portfolio that displays my coding projects and source code.

- Built with React, HTML, CSS, JavaScript, Material-UI and hosted on GiHub Pages with a custom domain from Google Domains.

TECHNOLOGIES AND SKILLS

- HTML, CSS, JavaScript, React, Material-UI, Bootstrap
- Some experience with Swift, Xcode, Java, Eclipse, and Netbeans
- Adobe Photoshop, Visual Studio Code, version control (Git, GitHub), npm
- Bilingual - fluently speak, read, and write in Spanish