Jose Cordova

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EDUCATION

Bachelor of Science, Computer Science - Weber State University   December 2023
Bachelor of Arts, Sport Management - Waldorf University   August 2019

SKILLS

Technologies - Java, C#, C++, Javascript(React), Python, SQL server, MongoDB, Node.js, Express.js, Bash
IT - Linux (Ubuntu), Active Directory, ServiceNow

PROJECTS

Library System : C#, Sql server, windows forms
Implemented a library system to allow users and employees access. Employees are able to use the window form to submit a new book to the system. The library items saved in the sql server database. Users are able to check out books.

Login Page: MERN Stack
Created a login page for a user to sign in. User's credentials would be salted and hashed in the client side then saved in MangoDB database.

E-commerce clothing thrift shop: Html, CSS, Javascript, Bootstrap
Created a clothing website with 7 html pages. Each one individually different using custom layouts with bootstrap and css. Enables search features using javascript.

EXPERIENCE

IT Specialist - isolved(August 2022 - January 2023)
- Provide technical support installation, configuration, and ongoing usability of desktop computers, and software within established standards and guidelines..
- Liaise with 5-10 vendors to handle day-to-day system maintenance and troubleshooting.
- Install and troubleshoot software issues with common Microsoft products.
- Created and maintained help desk policies and procedures.
- Increased IT support response times by 30% , reducing downtime and customer complaints.

System Engineer Intern - Oxeonenergy(June 2022 - September 2022)

- Configuration and repair of desktop/laptop computers, and setup and deployment of new computers.
- Update Hardware and Software inventory.
- Use of Microsoft Azure and Active Directory to manage employees
- Successfully implemented comprehensive cybersecurity testing protocols, resulting in a 25% decrease in potential security vulnerabilities and ensuring a more secure computing environment.

Support Software Engineer Intern - MasterControl(December 2021 - May 2022)
- Improved customer satisfaction by utilizing SQL and HTML forms to gather essential information, resulting in a 20% improvement in data accuracy and streamlined customer support.
- Provided customers with knowledge regarding software functionality and best practices.

CERTIFICATIONS

Programming Essentials - Weber State University(April 2023)