

Jeily Antigua

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Professional Summary

Bilingual IT Support Specialist with a Bachelor's degree in Computer Science and hands-on experience in help desk support and data visualization. Skilled in resolving technical issues, assisting in teaching analytics, and managing customer queries in both English and Spanish. Set to begin a Master's program in Data Analytics to deepen my expertise in data-driven decision-making.

Education

Southern New Hampshire University - MS in Data Analytics (Starting June 2025)

Fordham University, New York

- Computer Science Major | Cumulative GPA: 3.1.
- Relevant Courses: Computer Science I, Computer Science II, Computer Algorithms, Data Structures, Computer Organization, Database Systems, Data Mining.

Transit Tech Career & Technical Education High School - Salutatorian | Class of 2020

Relevant Experience

Bilingual Customer Care Representative

July 2024 - April 2025

net.America: MDHS

Remote

- Delivered high-quality bilingual (English/Spanish) support to members and providers within the Maryland Healthy Smiles network, assisting with pre-authorizations and claim status inquiries.
- Utilized Customer Service Management (CSM) systems to efficiently track and resolve service requests, ensuring compliance with HIPAA regulations and organizational standards.
- Collaborated with cross-functional teams, contributing to a 15% improvement in resolution time.

IT Help Desk Support Specialist

May 2022- August 2022

Fordham University

New York, NY

- Provided technical support to students and staff, resolving over 100 hardware and software issues across Windows and macOS platforms.
- Managed service requests using the ServiceNow ticketing system, maintaining detailed documentation.

Data Analytics Tutor (CSTEP Program)

May 2021- August 2021

Fordham University: Gabelli School of Business

Remote

- Instructed students in data visualization techniques using Tableau, enhancing their analytical skills.
- Facilitated weekly lab sessions, provided hands-on assistance with data interpretation and presentation development.

Enrollment Technology Technician

August 2020- May 2021

Fordham University

Remote

- Supported the Enrollment Services department by troubleshooting technical issues related to student information systems and online enrollment platforms.
- Managed and resolved over 200 service tickets, ensuring timely responses and minimal disruption.
- Assisted in the configuration and deployment of software updates, maintaining system integrity and performance.

Professional Development

Google Data Analytics Professional Certificate (In Progress / Expected [August 2025])

Skills & Certifications

Technical Skills: Python, Java, C++, SQL, HTML, CSS, JavaScript

Tools & Platforms: Tableau, ServiceNow, CSM Systems

Certifications: Google Data Analytics (In Progress), Internet Core Competency, IT Fundamentals

Languages: Bilingual – Fluent in English and Spanish