

## Education

- **Gaithersburg Highschool**, Gaithersburg, MD **Graduated In: May 2019**  
Maryland High School diploma
- **Montgomery College**, Rockville, MD **Expected Graduation: January 2025**  
Associate degree: Computer Science: Area of concentration information and systems

## Experience

- **Service Desk Technician- Robert H. Smith School of Business, College Park | 2024**  
*Service Desk Technician/General Assistant-*
  - Utilized ServiceNow ticketing System to monitor any incoming service desk tickets, track assets and/or incidents, and provide online support Via Chat.
  - Configured and installed applications on tablets, laptops, and desktops for clients on the daily basis.
  - Responsible for deploying new printers and workstations, installing/upgrading computer operating systems, configuring network properties, overseeing drivers/applications/and miscellaneous hardware.
  - Diagnosed and resolved a wide variety of hardware, software, and connectivity issues while simultaneously providing technical training for software/hardware to end users.
- **N capitol Computer Technician, Gaithersburg | 2023**  
*Seasonal at AstraZeneca-*
  - Provided support for computer installation operations at AstraZeneca offices in Gaithersburg, MD.
  - Successfully installed and uninstalled various computer equipment including computers, monitors, webcams, lamps, and managed cable set ups.
  - Conducted comprehensive testing to verify proper installation and functionality of computer systems, ensuring seamless operations for AstraZeneca staff.
- **C2 Analytic Solutions LLC, Gaithersburg | 2022**  
*Freelance-*
  - [www.c2analyticsolutions.com](http://www.c2analyticsolutions.com)
  - Designed and deployed a fully responsive front-end website using JavaScript, React, Typescript, and Tailwind CSS.
  - Utilized Git workflow and deployed the website to AWS S3 bucket.
  - Configured AWS Route 53 for domain setup and implemented AWS CloudFront for performance and security enchantments.
  - Provided ongoing support, and maintenance for software and debugging.

## Projects

- **My Portfolio Website**  
*Built with- JavaScript, React, Typescript, Bootstrap, and Netlify.*
  - <https://venturaluis.com/>
  - Designed and deployed a hand coded website to display my portfolio.
  - Deployed portfolio site using Netlify.
  - Maintained Git workflow, using branches for new features.

## Certifications

- **CompTIA A+**  
*Currently in progress-*
  - I am currently studying and preparing to take the CompTIA A+ exam.

## Skills

- Adobe creative suite, Office 365, Microsoft Office, Windows 10/11, Mac OS, imaging, networking, ServiceNow, Photoshop, Global Protect, Drivers