

Noraine Dhally Cruz

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CAREER OBJECTIVE

Seeking opportunities to utilize and grow my skills and abilities to achieve professional growth while being resourceful and innovative. Strong desire to learn with the ability to work efficiently without supervision. To give my best performance as an intern in your organization bringing some experience of working with hardware, software, and system management.

EXPERIENCE

Dunkin Donuts

Barista/Crew Member

Union, NJ

May 2022 – Present

- Assist customers at the POS system
- Inform customers of current active promotions when appropriate
- Prepare food and drinks in a safe and responsible manner
- Ensure a clean and well-maintained environment for employees and patrons
- Assist fellow employees when needed with various tasks

Federal Reserve Bank of New York

Undergraduate Intern – Technology Group

New York, NY

June 2023 – August 2023

- Assist team members with Digital signage, 3D printing development, and AV innovation testing
- Develop new AV innovations and you had to learn the new product and demonstrate it to pilot participants
- Train business administrators on a full suite of integrated conference room / AV products such as MS Teams Rooms, Cisco VC, Crestron automation and Biamp audio
- Ensure conferences rooms were configured and ready to use
- Participate in weekly team meetings to provide project reports
- Assist with documenting processes
- Advise customers on what conference room design would be most beneficial
- Collaborate and discuss with team members to resolve project obstacles
- Assist team with ensuring users followed laptop security requirements like MFA
- Configure network settings of devices to uphold security policies

Kean University - Office of Computer Information Services

Desktop Technician / Help Desk Associate

Union, NJ

May 2022 – Dec 2022

- Assist faculty, staff, and students campus-wide with computer-related issues
- Install, configure, and maintain computer software and hardware
- Troubleshoot, diagnose, and resolve various computer issues
- Complete work orders with FreshService
- Troubleshoot and resolve issues with BeyondTrust Remote Support
- Process and distribute tickets and tasks to different groups
- Reimage and configure work devices for faculty and staff
- Assist with distribution of work laptops for faculty and staff
- Troubleshoot and resolve printer connectivity issues

Noodlefan

Waitress

Union, NJ

Jan 2021 – May 2022

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Serve food or beverages to patrons and prepare or serve specialty dishes at tables as required.
- Ensured a clean environment for servers and patrons
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Communicated with kitchen about dietary and food needs
- Created a new menu for another restaurant under the same organization using graphic design applications
- Assisted in ensuring that the POS system was correctly updated with the latest menu prices and items

Huckfin Diner**Union, NJ***Waitress**Oct 2020 - Dec 2020*

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Stock service areas with supplies such as coffee, food, tableware, condiments, and linens.

EDUCATION

KEAN UNIVERSITY**Union, NJ***Bachelor of Science (B.S.) Information Technology - Cybersecurity Candidate (Expected graduation May 2025)*

- **GPA:** 3.76
- **Awards & Honors:** Presidential Scholarship, Dean's List
- **Extracurricular Activities:** Breast Cancer Awareness Event, WiCYS (Women In CyberSecurity)
- **Relevant Coursework:** IT Foundations, Computing in Modern Society, Fundamentals of CS, Digital Circuits and Systems, Computer Programming, Computer Systems

UNION HIGH SCHOOL**Union, NJ***High School Diploma**June 2021***LANGUAGES AND TECHNOLOGIES**

- Technical Languages: Python, HTML/CSS, JavaScript, Java
- Applications: Microsoft Office, Active Directory, Acrobat, Photoshop
- Miscellaneous: Fluent in Tagalog, knowledgeable of IOS, MacOS, Windows