Omar Velazquez Bachelor of Computer Science & Certified Cybersecurity Specialist

Experience	**IT Service Desk Support I – DHR Health [March 2025 – Current]:** Provide end user technical support via phone calls, ticketing system, and email relating to hardware, software, and networking issues Troubleshooting Windows systems, printers, VPN access, and hospital related applications Escalate/communicate with higher-level support teams to solve more complex issues **Product Flow Specialist (Fulfillment) – Best Buy [Sep. 2022 - May 2024]:** Managed computer and mobile orders/purchases Fulfilled orders within a timely manner Provided technological information and services for customers **Junior I.T. Technician – Archer Businesses [May 2019 – Aug. 2019]:** Set up and managed network services for customers Ran/maintained network cables, switches, and other computer devices
Education	**The University of Texas Rio Grande Valley** - **[Dec. 2024]:** B.S. Computer Science, College of Engineering and Computer Science **South Texas College** - **[Dec. 2020]:** Cybersecurity Specialist Certification
Projects	**Velocify [Senior Project]:** C#/.Net windows based video game optimization application DB Browser/SQLite Database creation and management API/Networking tools integration **Ticket Typer:** Python automatic ticket information gathering tool PowerShell / Active Directory integration
Programming Languages & Skills	C#, HTML/CSS, JavaScript, Python, SQLite, C++, Figma Windows, Git, GitHub, PowerShell, Command Prompt, Linux/Ubuntu, Cisco
Related Coursework & Achievements	**Best Buy:** FY24 Q2 Top performer | FY24 Top performer Computer Networks, Operating Systems, Data Structures & Algorithms