

Omar Velazquez B.S. in Computer Science & Certified Cybersecurity Specialist

Experience	<p>IT Service Desk Support I – DHR Health [March 2025 – Current]:</p> <ul style="list-style-type: none">- 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 <p>Product Flow Specialist (Fulfillment) – Best Buy [Sep. 2022 - May 2024]:</p> <ul style="list-style-type: none">- Managed computer and mobile orders/purchases- Fulfilled orders within a timely manner- Provided technological information and services for customers <p>Junior I.T. Technician – Archer Businesses [May 2019 – Aug. 2019]:</p> <ul style="list-style-type: none">- Set up and managed network services for customers- Ran/maintained network cables, switches, and other computer devices
Education	<p>The University of Texas Rio Grande Valley - [Dec. 2024]:</p> <ul style="list-style-type: none">- B.S. Computer Science, College of Engineering and Computer Science <p>South Texas College - [Dec. 2020]:</p> <ul style="list-style-type: none">- Cybersecurity Specialist Certification
Projects	<p>Velocify [Senior Project]:</p> <ul style="list-style-type: none">- C#/.Net windows based video game optimization application- DB Browser/SQLite Database creation and management- API/Networking tools integration <p>Ticket Typer:</p> <ul style="list-style-type: none">- Python automatic ticket information gathering tool- PowerShell / Active Directory integration
Programming Languages & Skills	<ul style="list-style-type: none">- C#, HTML/CSS, JavaScript, Python, SQLite, C++, Figma- Windows, Git, GitHub, PowerShell, Command Prompt, Linux/Ubuntu, Cisco
Related Coursework & Achievements	<ul style="list-style-type: none">- Computer Networks, Operating Systems, Data Structures & Algorithms- <u>Best Buy</u>: FY24 Q2 Top performer FY24 Top performer