

# ALEX ORTIZ



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## EDUCATION

**Bachelor's of Science in Computer Science** | Pace University, New York, NY | Graduated May 2016

Seidenberg School of Computer Science and Information Systems, GPA: 3.79 – *magna cum laude*

- Inductee of Alpha Lambda Delta, Sigma Alpha Phi, Upsilon Pi Epsilon, Alpha Chi, and Golden Key Honor Societies
- Dean's List First Honoree Fall 2015 – Spring 2016
- Pace University Top 100 Scholar for 2015
- Member of Pace Computing Society, LEGO NXT Robotics Mentorship program and AHRC Web Design program
- Dean's List Second Honoree Fall 2012 – Spring 2013 & Spring 2014 – Spring 2015

## Coursework

- Created a functioning child-centered, educational Android application in Java using Github, Android Studio, and the Eclipse IDE while following the SCRUM software development framework
- Programmed a parser and a scanner in Java using the Eclipse IDE to simulate the lexical and syntactic analysis of code
- Used Weka data mining algorithms to analyze large data sets taken from everyday situations such as star formations and ecommerce sales metrics
- Used UnCodeX, the Unreal Development Kit, Unreal Script, and C++ programming to develop a working PC game
- Used HTML/CSS, Javascript, and the AmadeusAPI and NarrativaAPI to create a basic flight information search application
- Created an interactive health tracker using Express.js, Handlebars.js, Node.js, HTML/CSS, Javascript and MySQL while following the MVC paradigm.



## SKILLS

- Programming Languages: Java, C, C++, Python, HTML/CSS, Javascript
- Node.js, Express.js, Handlebars.js, MongoDB, MySQL, NoSQL
- Eclipse IDE, Sublime, and Notepad++
- Github/Git
- Microsoft Sharepoint 2010/2013
- Microsoft Powershell
- Microsoft Infopath 2013
- Drupal
- System Center Configuration Manager
- Operating Systems: Windows 7/8/10, Mac OS X
- Active Directory and Active Roles
- Android Studio
- Microsoft Sharepoint Designer 2010/2013
- Adobe software: Photoshop CS6, Illustrator CS6, Dreamweaver
- Microsoft Office Suite
- Fluent in Spanish; Proficient in French



## EXPERIENCE

**Network/Systems Technician II** | NYS Office of Court Administration, New York, NY | SEPT 2017- PRESENT

- Streamline administrative processes through the development and maintenance of Microsoft Sharepoint sites, lists, and libraries for multiple departments within the Office of Court Administration.
- Create Microsoft Infopath forms integrated with Microsoft Sharepoint sites and workflows in order to collect user inputted data for auditing in both Sharepoint, Microsoft Excel, and Microsoft Access
- Use Adobe Dreamweaver to create and edit multiple Unified Court System intranet and internet pages
- Convert traditional webpages created in Adobe Dreamweaver into Drupal
- Remotely monitor, diagnose, and troubleshoot client PCs using System Center Configuration Manager

- Create Microsoft Powershell scripts integrated with local PCs, Active Directory and SCCM in order to perform auditing and administrative tasks
- Manage IP security cameras statewide using OnSSI Ocularis software, configure camera view permissions, update current servers with any new or replacement cameras, and archive footage at the request of the Department of Public Safety
- Guide new and existing technicians on standard Division of Technology practices such as using SCCM, Active Directory/Active Roles maintenance, helpdesk tickets, software and hardware troubleshooting, and inventory maintenance
- Create and edit fillable forms using Microsoft Word, Microsoft Excel, Foxit Phantom PDF, Adobe Acrobat, and Javascript
- Configure and troubleshoot Windows 10 servers as local storage and PCs as camera viewing stations
- Edit photos resolutions, color levels, dimensions, etc, in Adobe Photoshop before posting them on UCS webpages
- Create and edit videos for presentations and assessments
- Liaise between OCA Division of Technology and the NYS Office of General Services in order to efficiently process surplus equipment from the various groups within DOT
- Manage user accounts, PC objects, groups, and permissions using Active Directory and Active Roles
- Provide advanced, efficient technical support for approximately 500 users within OCA

#### **LAN Consultant | NYS Office of Court Administration, New York, NY | AUG 2016 – SEPT 2017**

- Provided end user support on desktop, mobile, and peripheral devices throughout the Office of Court Administration
- Used Active Directory to manage user accounts and PC objects on the Unified Court System domain
- Documented and updated inventory flow using the Unified Computer Inventory Control System database

#### **Mobility and Technical Sales Supervisor | Staples, New York, NY | DEC 2016 – AUG 2017**

- Lead a team of five to ensure that the EasyTech department achieved key selling metrics, maintained planogram integrity, instilled proper training and selling habits to associates, and coordinated with fellow supervisors and managers on overall store operations and appearance
- Performed both in-store and on-site services including PC diagnostics and troubleshooting, mobile screen repairs, electronic setups, data recovery, virus removal, and on-site office PC, network, and peripheral setups
- Built and maintained relationships with local businesses and households
- Represented the store during sales meeting with other locations and managers in Manhattan to develop and refine business practices for our local EasyTech staff to follow
- Ensured that all work performed by the EasyTech department is documented and completed to the needs and standards of both the customer and the company