

Roy Cruz

roycruz01211@gmail.com • [LinkedIn](#) • [GitHub](#)

CAREER SUMMARY

Dynamic technology professional with 4+ years of experience in IT support, cybersecurity, web development, and cloud-based solutions across diverse environments. Skilled in building and deploying, automating workflows, securing systems, and supporting infrastructure. Proficient in Python, SQL, HTML, Git, Google Workspace, and cloud platforms to deliver secure, efficient, user-focused solutions that improve workflows, strengthen cybersecurity, and boost productivity.

TECHNICAL SKILLS

Coding Languages: Python, SQL, CSS, HTML, Java, JavaScript, C++, C#, NoSQL, MySQL, PostgreSQL

Cloud & Infrastructure: Google Cloud, AWS, Azure, Docker, Git, GitHub, VS Code, Linux, Salesforce, Google Sheets

Cybersecurity & IT Support: Vulnerability, Incident Response, Hardening, Network Troubleshooting, Active Directory

CERTIFICATIONS

Certifications: Google Cybersecurity Professional Certificate

PROJECTS

Cybersecurity Portfolio - [GitHub](#)

- Developed a cybersecurity portfolio with incident response, vulnerability management, and Linux hardening projects.

Personal Portfolio Website - [Live Site](#) | [GitHub](#)

- Built a personal portfolio website using HTML, CSS, and JavaScript, and deployed it with GitHub Pages for live hosting.

RELEVANT EXPERIENCE

Web Developer, Hack for LA, Los Angeles, CA

Feb 2025- Present

- Maintained and updated the Hack for LA Website, contributing front-end enhancements and content revisions to improve usability, accessibility, and overall user experience.
- Collaborated regularly with developers and project leads to implement features, resolve issues, and ensure code quality using HTML, Markdown, Git, and GitHub.
- Investigated issues in a large codebase by tracing component references, reviewing commit history, and testing changes in local branches before submission.

IT Support Specialist, Skanna Solutions, Odessa, FL

Sep 2023- Jan 2025

- Collaborated with cross-functional teams to track recurring support issues using Salesforce and Google Sheets, helping refine internal documentation and streamline resolution workflows.
- Supported internal teams and clients by troubleshooting API-related issues and guiding usage of document workflows, system access, and automation tools.
- Assisted developers in testing and deploying new API integrations, contributing to features like secure document retrieval, metadata tagging, and policy lifecycle updates.

Web Developer, Cityglobe, New York, NY

May 2022- Aug 2023

- Built a Python churn prediction model with Docker, Airflow, BigQuery, and GCP to support retention strategies.
- Automated ETL workflows with GCP and Terraform, reducing manual data handling by 70%.
- Implemented CI/CD pipelines with GitHub Actions and Makefile, improving deployment reliability and speed.
- Built dashboards in Google Data Studio to help stakeholders monitor customer retention metrics in real time.

Web Developer Internship, Cityglobe, New York, NY

Mar 2022- May 2022

- Built a Streamlit web app with Docker and Azure to help teams analyze salary trends by region and role.
- Integrated the app with a cloud database to ensure reliable performance and real-time access to insights.
- Collaborated cross-functionally with data science, sales, and marketing teams to demo and refine the solution.

EDUCATION

University of Wisconsin-Stout, Menomonie, WI

June 2022

Bachelor of Science, Major in **Computer Science**