RO Raymond Ortiz

A Computer Engineering Professional with entry-level experience, specializing in hardware and software installation, troubleshooting, programming, and continuous improvement. Adept at identifying solutions to complex technical issues and enhancing hardware performance.

123 Your Street,
Seattle, WA 12345
raymondortiz@example.com
(123) 456-7890

Professional Experience

Junior Computer Engineer

Marriott Hotel, Seattle, WA May 2021 – Present

- Troubleshoot complex software, hardware, and network issues, identify root causes of failures, and conduct on-site maintenance for 150+ computers, tablets, and POS devices
- Resolve 15-30 trouble tickets per day remotely and on-site using ServiceNow and create documentation to expand the knowledge base of technical solutions to recurring issues
- Coordinate with technical teams to enhance internal processes to improve user support, resulting in a 10% improvement in resolution times for technical issues

Computer Engineer Intern

Jackson Enterprises, Seattle, WA January 2021 – April 2021

- Provide support to computer engineering teams for the design and build-out of computer systems, such as disaster recovery systems, networks, and virtual infrastructure
- Delivered technical assistance to customers during field service requests under the supervision of experienced engineers and system administrators

Education

Bachelor of Science (B.S.)
Computer Science
University of Seattle, Seattle, WA
September 2017 - May 2021

Key Skills

- Computer Engineering
- Hardware & Software Configuration
- Troubleshooting
- Technical Support
- Hardware Maintenance

Certifications

- CompTIA A+, 2021
- Microsoft Certified Professional (MCP), 2021

SARAH MORRISON

123 Your Street, New York, NY 12345   sarahmorrison@example.com   (123) 456-7890

A Computer Engineering Professional with five years of experience specializing in Python, hardware design, automation, and prototyping. A strong track record of leading the design and build-out of technology solutions to automate testing processes and enhance the efficiency of manufacturing operations for medical device corporations.

EDUCATION

BACHELOR OF SCIENCE (B.S.) COMPUTER ENGINEERING

University of Syracuse, Syracuse, NY
September 2012 - May 2016

KEY SKILLS

- Computer Engineering
- Automation
- Hardware Solutions
- Prototyping
- Manufacturing

CERTIFICATIONS

- CompTIA A+, 2016
- Microsoft Certified Professional (MCP), 2016

PROFESSIONAL EXPERIENCE

COMPUTER ENGINEER

MedDevice Manufacturers Inc.,
New York, NY
May 2018 — Present

- Drive the development of automated testing and validation for hardware solutions supporting manufacturing production for a $30M medical device company
- Coordinate with cross-functional teams across mechanical engineering, QA, firmware, and software engineering to drive process improvement and reduce production costs by 10%
- Identify solutions to manufacturing obstacles and roadblocks, including the development and implementation of new hardware and software tools

COMPUTER ENGINEER

Brooklyn Tech Partners,
New York, NY
May 2016 — May 2018

- Support the build-out, design, and maintenance of cross-compilers and microcontrollers in embedded environments, including code reviews and bug fixes
- Coordinate with system administrators to install, maintain, and configure hardware, software, and application tools, including the delivery of system upgrades
- Interface with technical teams to identify opportunities to enhance application and system performance by conducting hardware and infrastructure upgrades