

Julio Andrade-Jimenez

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EDUCATION

University At Albany, State University Of New York

Expected May 2025

Bachelor of Science, Informatics

Concentration in Interactive User Experience

GPA: 3.6

Dean's List Fall 2023

Dean's List Spring 2024

PROFESSIONAL EXPERIENCE

Department of Behavioral & Community Health, Poughkeepsie, NY

05/2024 - Present

Seasonal Student Worker

- Scan in hard copy documents and utilizing the department's digital filing system to submit electronically

University at Albany, State University of New York, Albany, NY

01/2024 - Present

Resident Assistant

- Assist in providing communication and support for residential hall
- Respond to requests, complaints from residents
- Develop and promote residential hall events

Dutchess Community College, Poughkeepsie, NY

03/2022 - 08/2023

Help Desk Technician

- Interacted with students & faculty's technical issues over the phone
- Utilized Zendesk Ticket System to enter, track, and resolve issues for end-users
- Installed and replaced virtual machines when updates were made

SKILLS

Language: Spanish

Interpersonal: Customer service, public speaking

Technical: HTML, CSS, JavaScript, C#