ISABELLA CORTEZ

Recent Grad/Helpdesk Support Technician

LinkedIn: linkedin.com/in/isabella-cortez-3499531a3

GitHub Portfolio: https://b3lla-c0rtez.github.io/

916-801-5667

icortez0306@gmail.com

Eugene, OR

SUMMARY

Enthusiastic and adaptable recent Computer Science graduate with a passion for innovation and problem-solving. Possessing a solid foundation in software development, algorithms, and data structures, eager to leverage academic achievements and hands-on experience to contribute effectively to dynamic tech projects. Committed to continuous learning and staying abreast of emerging technologies to drive organizational success.

EDUCATION

University of Oregon

Bachelor's of Science, Computer Science -- 2020-2024

Master's in Immersive Media Communication --2024 - 2026

SKILLS

- Proficient in programming languages such as Java, Python, and C++
- Strong understanding of software development methodologies and best practices
- Experience with database management systems, including SQL and NoSQL
- Knowledgeable in web development technologies such as HTML, CSS, and JavaScript
- Familiarity with version control systems like Git
- Excellent analytical and problem-solving abilities
- Strong communication and teamwork skills developed through group projects and internships

Extra Cirriculars

Women in Computer Science (WiCS) -- 2020-2024

TECH STACK

- SQL, Unity, C#, JavaScript, Java, C, Python, HTML, CSS, C++, GPU Programming, CUDA, Drupal

PROFESSIONAL EXPERIENCE

Student Website Developer - Clinical Services Department
December 2024 - Present

-assist Faculty Research Associate with Website Design using Drupal
-implement updates, improvements, and documentation adhering to specific needs

Computer Science Tutor - University of Oregon Tutor and Academic Engagement Center
April 2024 - June 2024

-Assisted University of Oregon students with JavaScript and HTML coding projects
-Assisted student tasked with creating pages using JavaScript and HTML
-In person, 1:1 hands on training to assist with completion of assignments as well clarify/troubleshoot any questions relating to coursework

Computer Science Learning Assistant - University of Oregon CS, DS, and Math Dept.
March 2023 - June 2024

- Assist college students with Python and JavaScript coding projects
- Answer questions related to the class or Computer Science program in general
- Working with in tandem with the professor as well as students to assist in the completion of projects and assignments

Code Sensei - Code Ninjas
Sep 2021 - Present

-Teach kids, ages 6-13 years how to code using Block Programming, JavaScript, Lua (Roblox) and Unity (C#)
-Create and develop curriculum for students
-Working with a 3D printer creating image renderings to produce 3D models

Information Technology Service Desk - University of Oregon, IT Services Department
Sep 2021 - Oct 2023

-General tech support- password login, email login, switching from webmail to outlook, helping reset step duo accounts
-Malware scans, installing software such as Adobe, Outlook, etc.
-Directing professors to specific departments so they have the ability to download specific apps
-Customer Service (both in person and phone support), communication, and teamwork