# David J. Ortiz

davidortiz2587@gmail.com | Princeton, NJ | +1 (908) 635-2029 | linkedin.com/in/david-jack-ortiz

## PROFESSIONAL EXPERIENCE

**Syracuse University Information Technology Services**                                                **Syracuse, NY**

*Technology Consultant*                                                                        March 2024 - Present

- Provide in-person and online support to address client technology and campus account challenges
- Utilize ticketing software to diagnose, troubleshoot, and resolve student computing and network issues
- Apply an understanding of operating systems (Windows, Apple, Android, Linux) for job duties

**Ocean First Bank**                                                                        **Red Bank, NJ**

*Software Engineering Intern*                                                              June 2025 - August 2025

- Built a custom Power BI graph using JavaScript and integrated it into a dashboard to visualize data
- Used Python API calls to automate Azure DevOps functions and streamline internal processes
- Wrote SQL queries to search over 100 internal tables and identify employee data for team notifications

**HYVE Group Limited**                                                                        **London, England**

*Digital Product Intern*                                                            September 2024 - December 2024

- Improved UX and UI for decision-tree and machine-learning chatbots by reformatting content
- Analyzed data for revenue and website-visitor interactions for 10+ events on Power BI and Excel
- Assisted in the release of chatbots for websites for events which bring in over 5,000 attendees

**Church & Dwight**                                                                        **Princeton, NJ**

*Intern Laboratory Technician*                                                        May 2023/24 - August 2023/24

- Digitized laboratory data to enhance operational efficiency for research and development team
- Used SQL and BASIC programming to create folders and search queries which discovered lost data
- Programmed buttons, user prompts, tables, and email routines to increase utility on database software

## LEADERSHIP EXPERIENCE

**College of Engineering and Computer Science**                                                **Syracuse, NY**

*Peer Leader*                                                                        August 2023 - Present

- Lead a group of 15 first year engineering students through presentations, activities, and a campus tour
- Facilitated presentations by answering crowd questions to increase student engagement and interest

**STEM Explorers**                                                                        **Syracuse, NY**

*Lead Volunteer for STEM Initiative*                                                    September 2022 - Present

- Instruct children from ages 10-14 on how to execute STEM based activities in entertaining ways
- Integrate inclusive education strategies to support and engage a diverse range of students and needs

## EDUCATION

**Syracuse University College of Engineering and Computer Science**                                **May 2026**

*Bachelor of Science in Computer Science*                                                        GPA: 3.5

- **Activities:** STEM Ambassadors, Peer Leader, Cuse Hacks, Internship Showcase, IT Consultant
- **Relevant Coursework:** Data Structures, Systems and Network Programming, Computer Architecture