Francisco Izaguirre

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 Education

The University of Texas Rio Grande Valley **Expected Grad: Dec 2026**

***Bachelor of Science*** *| Computer Science* **Edinburg, Texas**

* Courses: C Programming, Programming in UNIX/Linux Environment, Engineering Computer Science, Mathematical Foundations of Computer Science, Operating Systems

South Texas College **Grad: Dec 2020 – Dec 2022**

***Associate of Applied Science*** *| Computer Specialist* **McAllen, Texas**

* Certificates: Information and Network Systems, Computer and Information Technology Specialist
* Courses: Fund of Networking Tech, Implement/Support servers, Networking with TCP/IP, Integrated Software Applications, Web Page Programming, Database Programming, Operating System Security

Work Experience

Advanced Call Center Technologies June 2024 - Current

*IT Helpdesk Technician*  Harlingen, Tx

* Tasked with identifying and **troubleshooting issues** on company issued equipment such as account lock downs, software/hardware malfunction, outdated drivers, VPN issues, network issues, **domain** disconnections, and access issues for **operation managers and supervisors.**
* Followed **security protocol** on **Proofpoint Protection** while analyzing possible **fraudulent/security breaching** emails such as phishing emails, confidential information breaching emails, and test **DLP (data loss prevention)** emails. Each DLP email test was worth an estimate of **$10,000** and a **loss of clientele** if released.
* **Developed** and deployed **PowerShell** **scripts** to streamline troubleshooting processes and **accelerate** the **implementation** of system fixes, improving operational efficiency.
* Reported, resolved, and **facilitated communication** across **international** departments to address companywide issues

such as **network**, **software**, and **power** failures.

* Managed **system access** by Implementing user permissions to enhance **security** and ensure proper **privileges**.

Texas A&M AgriLife Sep 2023 – June 2024

*Student Assistant* Weslaco, Tx

* Utilized **technical documentation** to troubleshoot processes, conferred with users, and conducted **computer diagnostics** to investigate and resolve problems and provided **technical assistance/support**.
* Set up **equipment** for employee use, performed and ensured proper **installation** of cables, **operating systems,** and

proper software.

* **Developed** training materials and procedures, **trained** users in the proper use of hardware/software.

Donna Independent School District Aug 2022 – May 2023

*Computer Technician Internship* Donna, TX

* Installed and maintained **computer** **systems**, **network** **connections**, **operating systems**, and **applications**.
* Configured and managed **firewalls**, Active Directory, and **server** infrastructure to ensure optimal **network**

performance and security.

* Configured hardware, devices, and software to set up **workstations** for employees.
* Applied IT expertise in **high-compliance** environments to address system **vulnerabilities** and ensure consistent

availability of critical services.

Technical Skills

IT Tools: Active Directory, PowerShell, VMware, UltraVNE, Admin DUO, Brivo, Paxton10, FortiClient, Proofpoint

Developer Languages/Tools: C++, C, Python, Java, HTML, CSS, Assembly, Visual Studio, Linux, GitHub, NodeJS

Certifications: Google - Certification of Configuration Management and the Cloud (July 10, 2024)

Google - Certification of Troubleshooting and Debugging Techniques (July 2, 2024)