Francisco Izaguirre

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Education

The University of Texas Rio Grande Valley **Expected Grad: May 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, Database Programming

Work Experience

**Advanced Call Center Technologies | Harlingen, TX**

*System & Access Administrator | March 2025 – Current*

* **Managed** contractor lifecycle access through **Fieldglass** for the **USAA** project, including onboarding, offboarding, and agent role **modifications** to ensure compliance with project **protocols**.
* **Administered** physical security credentials using **BRIVO** badge **management** system, provisioning and revoking building **access** based on project requirements across multiple facilities.
* **Oversaw** system **access** control and security protocols, ensuring **authorization** levels, minimizing unauthorized access, and maintaining **detailed** audit trails for compliance and accountability.

*IT Helpdesk Technician | June 2024 - Current*

* Tasked with identifying and **troubleshooting issues** on company issued equipment such as user profile lock downs, software/hardware malfunction, outdated drivers, VPN issues, network issues, **domain** disconnections, and access issues.
* 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.
* Streamlined system **access** **management** by implementing user permissions and **disaster recovery** plans, ensuring **minimal downtime.**

**Texas A&M AgriLife | Weslaco, TX**

*Student Assistant | Sep 2023 – June 2024*

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

**Donna Independent School District | Donna, TX**

*Computer Technician Internship | Aug 2022 – May 2023*

* 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.

Technical Skills

IT Tools: Active Directory, PowerShell, VMware, UltraVNC, Admin DUO, Brivo, FortiClient, Proofpoint, Splashtop

Developer Languages/Tools: C++, C, Java, Python, 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)