***Education***

**STC Associate of Applied Science as a computer specialist, 2020-2022, McAllen TX, 3.38**

Activities: The National Society of Leadership and Success

Certificates: Information and Network Systems, Computer and Information Technology Specialist

Courses: Integration Software Applications(learned about business productivity software suites using word, spreadsheets, databases, and presentation software), Fund of Networking Tech, Implement/supporting servers, Networking with TCP/IP, Web Page Programming, Database Programming(learned about database development using programming techniques emphasizing database structures, models, and access), Operating System Security, Fundamentals of Information Security.

**STC Associate of Science in Computer Science, 2022-2024, McAllen TX, 3.38**

Certificates: Automating Real-World Tasks with Python(setup, configure, and use your own developer environment. Manipulated files and processes running on OS using python), Using Python to Interact with the Operating System, Troubleshooting and Debugging Techniques, Configuration Management and the Cloud,

Courses: Computer Organization(learned the organization of computer systems using assembly language with instruction sets, memory hierarchy, and performance metrics), C Programming, Programming fundamentals I & II & III(fundamental concepts and implementations of data structures and algorithms including stacks, queues, linked lists, hash tables, and arrays)

**UTRGV Bachelors in Computer Science, Expected: 2024-2026, Edinburg TX, 3.41**

Courses: Computer Organization and Assembly Language, Programming in UNIX/Linux Environments, Mathematical Foundations of Computer Science(introduction to concepts, techniques, and structures of discrete mathematics. Provided a bridge between cs and math through relations, sets, groups, graphs, and combinations)

***Work Experience***

**Pizza Hut | Driver/Cook/Server, Jun 2022-Jun 2023**

1.followed health and safety protocols crucial for maintaining safe and sanitary environments for customers and staff. 2.Strategically timed check ins with customers to take orders and confirm satisfaction with meals after delivery, taking action to correct any problems. 3.Processed orders and sent to kitchen employees for preparation. Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-ins.

**Donna ISD | Computer Technician Internship, Aug 2022 – Jan 2023**

1.Installed, and maintained computer systems, network connections, OS, and software applications across campuses. 2.Configured hardware devices such as printers, monitors, and routers to create functional workstations for employees. 3.Assisted in the management of the school districts IT infrastructure, ensuring network uptime and resolving connectivity issues. 4.Troubleshot and repaired hardware malfunctions, including desktops, laptops, and related equipment 5.Proided support for system imaging and software updates, ensuring equipment had latest tools and security patches. 6.Collaborated with IT staff to document hardware/software inventory and implemented an organized maintenance schedule.

**Spherion | Health & Human Services Representative, June 2023 – Sep 2023**

1.Carefully researched patients and providers accounts for errors or adjustments to prevent fraud for the company, and accuracy for patients to ensure they save money, and are not being overcharged the contracted rate. 2.Maintained up to date knowledge of health insurance updates, product and system enhancements, and procedure and processing policies. 3.Greeted every customer promptly documenting and answering all questions completely to maximize service opportunity and on call resolution which assists in improving service levels.

**Texas A&M AgriLife | Student Assistant, Sep 2023 – June 2024**

1.Conducted computer diagnostics and troubleshooting by reading tech manuals and conversing with users to identify and resolve hardware/software issues. 2.Developed comprehensive training materials and documentation to assist users in understanding new tools, systems, and process. 3.Documened and reported recurring IT issues to supervisors for systemic improvements. 4.Created and managed database worksheets for company equipment such as vehicles, technology, and duties.

**Advanced Call Center Technologies | IT Helpdesk Technician, Jun 2024 – Current**

1.Identified and troubleshot issues on company-issued equipment, including account lockouts, hardware/software malfunctions, outdated drivers, VPN disruptions, and network/domain disconnections. 2.Followed Proofpoint Protection protocols to analyze and mitigate phishing attempts, DLP (Data Loss Prevention) breaches, and other fraudulent emails, protecting an estimated $10,000 per DLP email and avoiding loss of clientele. 3.Developed and deployed PowerShell scripts to automate repetitive troubleshooting processes, significantly reducing issue resolution time and improving operational workflows. 4.Provided technical support to operation managers and supervisors by resolving access and system issues to ensure minimal downtime and optimized productivity. 5.Ensured compliance with security protocols while handling sensitive company data and addressing network vulnerabilities. 6.Assisted in software updates, patching, and hardware replacement for improved system performance and reliability.

***Projects***

**Finance Tracker: React|Next.js|Firebase|GitHub|Vercel**

1.Created a full stack personal finance tracking application to help users efficiently manage income, expenses, and budgeting. 2.Built a clean and dynamic user interface using React and Nextjs, allowing users to easily add, update, and delete financial entries. 3.Integrated firebase for user authentication and real time database management ensuring secure data storage and accessibility. 4.Deployed the application using Vercel, enabling a live production-ready environment with seamless updates through GitHub integration. 5.Added features like category-based expense filtering and visual charts using ChartJS library which enhanced usability and user experience.

**Weather App: Python|Flask|HTML/CSS/JS|OpenWeather API|urllib.parse**

Developed a full stack web app that provided users with real-time weather info based on city input. 2.Built the backend using Python(Flask) implementing APII requests to OpenWeather API for weather data retrieval. 3.Integrated urlib.parse library to securely parse and format user input for API requests, ensuring data accuracy and preventing errors. 4.Designed an interactive and responsive frontend using HTML,CSS, and JS, ensuring a user-friendly experience on both desktop and mobile.

***Technical Skills***

IT Tools: Active Directory(Account setups, unlocks, password resets, and attribute configuration), PowerShell (Scripting methods to streamline troubleshooting processes/using basic commands like ipconfig, systeminfo, hostname, sfcscan), VMware(remote desktop), UltraVNE(remote into desktops), Admin DUO(Configure user Duo authenticator information), Brivo(Badge configuration), Paxton10(Badge Configuration but in out of state (GM, MB)), FortiClient(VPN), Proofpoint(Email security monitoring)

***CRM/Why?***

Customer Relationship Management(system) – is a tool or software that helps business manage their relationship with customers. Keeps track of data like Customer contacts, interactions, sales progress. Helps communicate better with customers and grows relationship to improve customer satisfaction. Ex)Salesforce, HubSpot, and Zoho CRM.

WHY ME? – I have experience in multiple programming languages and tools like PowerShell and Nodejs, which are commonly used in CRM development for scripting, integrations, and automations. My personal projects demonstrate proficiency in full-stack development using frameworks like React, Nextjs, and Flack which are skills transferable to CRM development. I am familiar with API integrations which is a critical skill for connecting CRMs to other systems and data sources. At ACT I developed and deployed PowerShell scripts to automate troubleshooting processes such as adjusting timezones and installing softwares which is a key ability for CRM developers. Ive successfully identified and resolved tech issues like VPN, driver, and network malfunctions, showcasing problem-solving skills essential for CRM troubleshooting and customization. I have experience with tools like AD, VMw, and Proofpoint, which give insigt into enterprise systems that often integrate with CRM platforms.