Francisco Izaguirre

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Education

The University of Texas Rio Grande Valley **Expected Grad: Dec 2025**

***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 Programmig, 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**troubleshooting issues** on company issued equipment such as user profile lock downs, software/hardware malfunction, outdated drivers, VPN issues, network issues, **domain** disconnections, and access issues for **operation managers and supervisors**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.
* Reported, resolved, and **facilitated communication** across **international** departments to address companywide issues such as **network**, **software**, and **power** **failures**.
* **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 Sep 2023 – June 2024

*Student Assistant* Weslaco, Tx

* Read **technical manuals**, conferred with users, and conducted **computer diagnostics** to investigate/resolve problems and provided **technical assistance/support**.
* **Developed** training materials/procedures and **trained** users in the proper use of hardware/software.
* Set up equipment for employee use, performed and ensured proper **installation** of cables, **operating systems**, and proper **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.
* Applied IT expertise in **high-compliance environments** to address system **vulnerabilities** and ensure consistent availability of **critical** services.
* Earned certifications to enhance proficiency in network security and system administration for regulated industries.

Technical Skills

IT Tools: Active Directory, PowerShell, VMware Horizon, UltraVNE Viewer, Admin DUO, Brivo, Paxton10, FortiClient, Proofpoint, Windows Security, Splashtop, Remote Desktop

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)