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and **troubleshooting issues** on company issued equipment such as account lock downs, software/hardware malfunction, outdated drivers, VPN issues, network issues, **domain** disconnections, and access issues for **operation managers and supervisors.**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.

Texas A&M AgriLife Sep 2023 – June 2024

*Student Assistant* Weslaco, Tx

* Read **technical manuals**, conferred with users, and conducted **computer diagnostics** to investigate and resolve problems and provided **technical assistance/support**.
* **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 hardware, devices, and software to set up **workstations** for employees.

Projects

Weather App | <https://fizagui2.github.io/my-weatherapp/> **Python** | **Flask** | **urllib.parse**

* Developed a **full-stack** web application to provide users with real-time data of weather info enhancing organized planning.
* Utilized Python(Flask) for the **backend**, HTML/CSS/JS for the **frontend**, and integrated OpenWeather **API** for circulation.

Finance Tracker | <https://finance-tracker-am2zizul2-francisco-izaguirres-projects.vercel.app/> **React** | **NextJS** | **Firebase**

* Created a **full-stack** personal finance tracking application to **manage** and organize income/expenses **efficiently**.
* Built UI using **NextJS** on **React**, implemented **Firebase** for authentication and database storage, and **deployed** the web app using **GitHub** and **Vercel**.

Technical Skills

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

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)