



Hector Torres

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Experience

Almanza Villarreal Forwarding, Hidalgo, TX

Technical Support Specialist

November 2015 - Present

- Install software applications, hardware peripherals and devices, update software and hardware drivers, upgrade computers. Provide thorough support and resolve issues related to Windows, macOS, network connectivity, as well as problems associated with software and hardware errors.
- Perform daily backups of local servers, and data recovery.
- Elaborate proposals of latest technologies that can be implemented on different departments.
- Maintain historical record by documenting hardware and software changes and revisions.
- Maintain system capability by testing computer components.
- Evaluate system potential by testing the compatibility of new programs with existing programs.
- Maximize use of hardware and software by training users, interpreting instructions, and answering questions.

Rasmussen College

Peer Tutor

September 2016 - November 2017

- Serve as a learning resource in multiple modalities, including one on one tutoring.
- Facilitate the implementation of solutions to common web and software development issues.
- Promote critical thinking and help students develop their problem-solving skills.
- Through communication and self-directed resources, guide students to proactive tutor appointment scheduling and consistent appointment attendance.
- Document and communicate student performance, progress, and concerns as a result of tutoring sessions and day-to-day interactions.
- Participate in and promote new-student and start-of-quarter programming to ensure student preparedness and enhance the likelihood of student academic success, in alignment with college-wide Learning Services practices and procedures.
- Promote learning resources, including but not limited to pathfinders, guides, webinars and skill builders to support ancillary learning.
- Provide new hire training, training on learning services and also participate in mock sessions with new tutors.

Education

Rasmussen College

Bachelors of Science in Computer Science

November 2017

- **GPA:** 3.2/4.0
- **Course Highlights:** Enterprise Architecture, Cloud Computing, Distributed Application Architecture, Mobile Application Development, Distributed Database Management, Apple iOS Programming, Web Analytics, Business Intelligence, Operations Management.
- **Honors:** Dean's List.

Skills

Programming Languages: HTML, CSS, JavaScript, PHP, SQL, Swift. **Databases:** MySQL, SQL Server. **Libraries:** jQuery, jQuery Mobile. **Frameworks:** Bootstrap. **Development Software:** Xcode, Sublime, Git, Dreamweaver. **Platforms:** macOS, UNIX/Linux, Windows. **Cloud services:** Amazon Web Services (Route 53, S3), Microsoft Azure. **Functional:** Organized, Independent Learner, Problem Solving, Time Management, Collaboration, Adaptability, Creativity, Critical Thinking, Customer Service. **Languages:** Bilingual; English & Spanish full proficiency.
