

Victor Orozco Jr

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Summary

Proficient software developer and IT support specialist with over four years of experience in computer hardware repair and technical setup. Adept in multiple programming languages and web development technologies, with a proven track record of successful project completions and exceptional troubleshooting skills. Possess excellent organizational and communication skills, with a commitment to providing top-notch support and effective solutions in fast-paced environments. Available for on-call support, including nights and weekends.

Experience

El Paso County	El Paso
Software Developer Internship	March 2024-May 2024
<ul style="list-style-type: none">Participated in meetings to learn about codebases and software development processes.Designed applications based on client requirements.Collaborated with team members to enhance existing codebases.Implemented client-requested features ensuring functionality and usability.Engaged in ongoing learning and professional development.	
City of El Paso	El Paso
Support Services Internship	March 2023 - March 2024
<ul style="list-style-type: none">Collaborated with Support Specialist levels 2 and 3, resolving software, hardware, and network issues.Installed, diagnosed, repaired, maintained, and upgraded hardware and related equipment to ensure optimal workstation performance.Configured personal computers with standard office applications and installed them at client locations.Assisted with the preparation of reports and logs to statistically monitor PC performance.Accurately documented hardware failures, repairs, installations, and removals.Monitored and tested PC performance, providing performance statistics and reports.Responded to incoming calls, pages, and e-mails regarding PC and hardware problems.Performed on-site analysis and diagnostics, resolving complex PC problems.Recommended and implemented corrective hardware solutions, including off-site repairs.Installed, configured, tested, maintained, monitored, and troubleshoot associated end-user workstation software and networking software products.Recommended, scheduled, and performed PC, hardware, and peripheral equipment improvements, upgrades, and repairs.Conferred with higher-level staff in resolving complex hardware or software problems.Documented all trouble reports in help desk software.	
Clint Independent School District	Horizon City
IT Support Specialist	August 2021 - March 2023
<ul style="list-style-type: none">Accomplished multiple tasks involving Information Technology throughout the school year to help the teaching and learning of teachers and students.Managed website back-end and database integration.<ul style="list-style-type: none">Worked on damaged computer hardware (Windows/MACOS), and software. Repaired many chromebooks, laptops, and pc's that belonged to students, staff, and teachers. As well as technology hardware that didn't include a computer.	

Projects

2024 (El Paso County)IT Department After Hours app

- Developing an after-hours app to streamline the organization of the on-call schedule for the IT Department, addressing multiple requirements for efficiency and effectiveness.
- Conducting regular meetings with the client to showcase progress and gather feedback on desired features and functionalities for the app, ensuring alignment with their needs.
- Collaborating with the software development team to outline project steps and discuss the utilization of HTML, CSS, C#, and SQL languages in app development, ensuring a comprehensive approach to implementation.
- Designing and implementing features within the app to facilitate the scheduling process, leveraging HTML, CSS, C#, and SQL to create a seamless user experience and robust functionality.
- Iteratively refining the app based on client feedback and internal testing, ensuring it meets both user needs and technical requirements effectively.
- As well as collaborating through a Git like repository by pulling and pushing certain parts of the code and updating the program.

2024 (UTEP) Arcana Military App

- Project consisted of 8 students including me where we had to make an app that records certain training battles for the military at Fort Bliss
- Was part of the front end group and designed and hard coded multiple pages of the application using React, HTML, CSS, and JavaScript
- Was part of meetings with the group and helped with the design process including Object Oriented Programming, designing graphs and taking in information.
- As well as collaborating through Github by pulling and pushing certain parts of the code and updating the program.

2023 (City of El Paso) Verizon Phone Integration

- Project consisting of 3 members including me where we had to deploy and assign new iPhone 12's to over 3000 employees across the city including very important people that run the city.
- In the phone we have to make sure they send and receive, messages and phone calls, as well as log into applications they may need like "All Access VPN" "Code Officer" and connect to the wi-fi as well as their VPN
- Worked with customers in multiple environments, taking their old work phones, making sure everything transferred through the cloud and wiped them for security reasons.
- Was the lead of the project at times getting the product ready and keeping the files organized as well as communicating with a Verizon representative to port the numbers as we had to document which employees got the phone and which ones are active as we had to document them to a software we used called CMDB and Ivanti.

2023 Tic Tac Toe Game

- Developed a game using HTML, CSS, and JavaScript, showcasing problem-solving skills.
- The game is able to declare who wins and if there is a tie it allows the game to restart as well.

2022 Spring Hackathon

- Me and my team of four designed a project where El Paso had their very own "Uber " type application that is only dedicated to the people of El Paso.
- Every team member had a specific responsibility and mine was in charge of the front end portion of the project which included HTML, CSS, and JavaScript. Where I created the front end part of the application we were working on. Everything that you can interact with like the menu and certain tabs that deal with the application. The color and how certain tabs changed pages.
- Out of 30 teams we placed 5th and ended up getting \$100 each for our work.

Skills

Computer Hardware:

- Proficient in repairing and setting up technical equipment in the workplace.
- Extensive experience with both Windows and macOS hardware.

Programming Languages:

- Proficient in Python, C#, and C for developing software applications and scripting tasks.
- Experienced in HTML, CSS, and JavaScript for creating dynamic and responsive web interfaces.

Operating Systems:

- Advanced knowledge of Windows OS, macOS, iOS, and Android.
- Skilled in troubleshooting and optimizing system settings.

Software Knowledge:

- MS Office, Outlook, Adobe, Safari, Chrome, Zoom, Jira, ServiceNow, Zendesk, and Active Directory.

People Skills:

- Skilled in communicating technical solutions to non-technical users.
- Training in de-escalating situations and providing effective customer support.
- Collaborative team player with experience in cross-functional teams.

Additional Skills:

- Exceptional oral and written communication skills.
- Excellent organizational skills and ability to plan and prioritize effectively.
- Able to lift 50 lbs without assistance.

Education

The University of Texas At El Paso
Bachelors in Computer Science
Minor in Mathematics

El Paso, TX

References

- Will Castorena | Incident Manager 2 at Amazon
(915) 479-0554
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- Luis A Hernandez | Network Specialist
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