

Idette A. Monterroza



(401) 243-5523



idettemonterroza@gmail.com



Boston, MA



idette.me

EDUCATION

Providence College
Computer Science, BS

May 2020
Providence, RI

- Minor: Asian Studies

WORK EXPERIENCE

Providence College
Field Technician

February 2018 – April 2020
Providence, RI

- Provided desktop support for faculty and staff using a multitude of hardware and software on a wide range of devices and computers.
- Identified network connectivity issues regarding VLANs and computer-domain communication.
- Assisted in the implementation of security initiatives including Sophos Safeguard Encryption.
- Prepared old equipment for recycling using DoD standards for data erasure.
- Prepared and cloned solid state drives for large scale and individual user deployments using Symantec Ghost and disk-to-disk cloning.
- Assisted in the training of new employees.

Chelos
Hostess

December 2016 – February 2018
Providence, RI

- Greeted customers, seated them to their tables and assisted them with any issues or questions they had raised.
- Organized the seating arrangement, reservations and maintained the appearance of the establishment.
- Assisted in the training of new employees.

COMPUTER SKILLS

Languages: HTML5, CSS, JavaScript, Python, C++, SQL, PHP.

Operating Systems: Windows 7, Windows 8, Windows 10, OS X 10.9-macOS 10.14. Basic understanding of network and server architecture. Basic understanding of the Linux Kernel.

Software and Tools: Visual Studio, Visual Studio Code, Atom, Spyder, Dreamweaver, Git, NetBeans, Service-Now IT Management System, Symantec Ghost, Microsoft Office Suite.

CLUBS

Overwatch Team Member
Providence College eSports

- Different teams and leagues playing against other schools within similar rankings.
- Team participated in Tespa, ECAC, and Big East.

FEATURES

Providence College Magazine

- Featured in an eSports article for the introduction of the club.