

Idette A. Monterroza



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Boston, MA



idette.me

EDUCATION

Providence College
Computer Science, BS

May 2020
Providence, RI

- Minor: Asian Studies

WORK EXPERIENCE

Insight Global
Hardware Engineer

July 2020 – Current
Boston, MA

- Working with Bank of America and Hewlett-Packard to install new servers, printers, and computers.
- Backing up legacy servers and installing new servers while also making sure that the computers and printers are all connected to the new server.
- Installing the inventory that was sent and replacing the older legacy technology.
- Wiping the legacy servers after everything is all set and installed.

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, seated and assisted customers 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.