

# Idette A. Monterroza



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Boston, MA



idette.me

## EDUCATION

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### Providence College

*Computer Science, BS*

- Minor: Asian Studies

May 2020  
Providence, RI

## WORK EXPERIENCE

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### Insight Global

*Hardware Technician*

July 2020 – Current  
Boston, MA

- Temporarily working with Bank of America and HP to install new servers, printers, and computers.
- Back up of legacy servers and installation of new servers while ensuring connectivity to endpoints.
- Installation of new hardware to replace existing legacy systems.
- 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 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

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**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

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### 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.