James Ortiz

Manhattan, New York

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EDUCATION

Pace University, Seidenberg School of Computer Science and Information Systems　　　**Pleasantville, NY**
Bachelor of Science in Computer Science　　　May 2020

EXPERIENCE

Tata Consultancy Services　　　**New York, NY**
Systems Engineer　　　October 2020 – August 2023
- Create capacity analysis reports to analyze cloud server capabilities, growth, and recommend capacity adjustments for future performance needs and to save costs
- Manage alerts for 500+ live applications, diagnose application errors, and coordinate across teams to resolve issues
- Participate in troubleshooting calls for performance issues and provide analysis
- Collect, consolidate, and validate performance data for inclusion in IT and business communications, including daily reports and monthly scorecards

iD Tech　　　**Palo Alto, CA**
Lead Instructor　　　June 2019 – August 2019
- Created and instructed courses on Java Game and App Development, and creating mods in Java for Minecraft
- Students without prior experience were able to create their own apps/mods by the end of the course
- Bridge communication between Instructors and Management, and provide ad hoc support in a fast-paced environment
- Ensured safe and effective learning environments for over 1000 students on campus each week

Pace University ITS Helpdesk　　　**Pleasantville, NY**
Technician　　　August 2018 – May 2020
- Provide support for desktop issues, account maintenance, and educational technologies
- Utilize Active Directory and Remote Desktop to resolve client issues

Pace University Student Development and Campus Activities　　　**Pleasantville, NY**
Orientation Leader　　　June 2018 – August 2018
- Facilitated and lead activities to familiarize and welcome groups of up to 15 students each week to Pace University

PROJECTS

Firetyper　　　2023
- Typing test with dynamic prompts for improving your typing ability
- Utilizes Google Firebase for user authentication and recording test history
- Developed using React, Webpack, SCSS

JWOrtiz.dev　　　2023
- Portfolio website for hosting projects and information about myself
- Developed using React, Webpack, SCSS

SKILLS

Languages/Frameworks: JavaScript, React, Java
Other: Customer Support, Git