

Jocelyn Suzette Villegas

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TECHNICAL SKILLS

- ❖ **Programming Languages:**
 - **Proficient in:** Java, Python, HTML, CSS
 - **Experience with:** C, x86 Assembly, PowerShell Script
- ❖ **Software:** Intel Quartus Prime, MATLAB, Freshservice, Active Directory, Configuration Manager
- ❖ **Operating Systems:** Linux, Mac OS, Windows
- ❖ **Knowledge** of data structures, sorting algorithms, Agile development, GitHub, imaging, Junit testing, system administration

EDUCATION **Bachelor of Science in Computer Science** Expected May 2026
Colorado State University, Fort Collins, CO GPA: 3.9
Awards: Reisher Scholar, Dean's List

Relevant Coursework: Operating Systems, Software Development, Digital Circuit Logic, Software Engineering, Algorithms: Theory & Practice, Web Design & Development

Associates of Science in Computer Science, Summa Cum Laude August 2024
Front Range Community College, Fort Collins, CO GPA: 4.0
Awards: Anschutz Family Foundation Scholar, President's List

Relevant Coursework: Computer Architecture and Assembly Language

WORK EXPERIENCE **Desktop Support Technician** June 2024 - Present
CSU Libraries, Fort Collins, CO

- ❖ Resolve and troubleshoot hardware and software issues in a timely manner.
- ❖ Delegate customer support tickets for optimal team performance and customer satisfaction.
- ❖ Configure hardware and software, increasing productivity for approximately 80 faculty and staff and 100 student employees.
- ❖ Efficiently image desktops and laptops for all staff warranty replacements to maintain IT process compliance.
- ❖ Optimize systems inventory for 400+ devices across 10 departments and public-use labs.

Cashier November 2022 - June 2024
Whole Foods Market, Fort Collins, CO
❖ Managed transactions daily with accuracy and ensured customer satisfaction.

Teen Council Lead Artist August 2021 – May 2022
Artpace Contemporary Art Museum, San Antonio, TX
❖ Led the design and illustration of commissioned illustrations and marketing materials.
❖ Collaborated with exhibition managers and resident artists to develop teen programs, city events, and accessible, community-based projects.

ORGANIZATIONS ❖ **Member of ColorStack**
National nonprofit committed to diversity in technology
❖ **Marketing Chair of Computing Machinery – Women (ACM-W)**
Colorado State University Chapter