

# Joseph Mascardo

Information Technology Coordinator at R.G. Miller | DCCM

**Address:** Houston, Texas, United States of America  
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- I'm currently a student at the University of Houston, pursuing a degree in computer science. My journey into the IT industry at R.G. Miller | DCCM stems from a deep passion for computers, problem-solving, and leveraging technology to drive meaningful change and innovation. Here, I'm dedicated to enhancing cybersecurity measures, ensuring seamless day-to-day operations, and providing proactive assistance to end-users.*

## EXPERIENCE

### R.G. Miller | DCCM, Houston

June 2023 - Present

#### Information Technology Coordinator

- Spearheaded the development of the R.G. Miller | DCCM and Miller Survey Group | DCCM websites, and oversee all ongoing updates and changes.
- Act as liaison & coordinate IT issues with consultants i.e., submit tickets, coordinate employee computer needs (hardware and software), onboarding & offboarding
- Manage & maintain software inventory including loading & configuration of specialized software products & helping employees with minor IT issues relating to computer peripherals
- Prepares laptops, desktop computers, and peripherals for new employees to department standards. Manages basic access requests, password resets, additions to security groups and distribution lists.
- Provide basic administration of Office 365, Exchange, and other business applications, such as Sharepoint, Azure, Entra, etc...
- Diagnose and troubleshoot end user desktop application issues and provide appropriate solution Communicate with end-users at all levels of technical and non-technical skills sets

## EDUCATION

### University of Houston

August 2022 - August 2025

#### Bachelor of Science - BS, Computer Science

- Grade: Junior  
Activities & Societies: Filipino Student Association(FSA): Largest organization/club at UH CodeCoogs: Club that focuses on coding competitions and building a community of programmers  
Minor in Mathematics

## PROJECTS

### Miller Survey Group | DCCM Website

February 2024

- Collaborated with the company and other DCCM operating companies to lead the development of the R.G. Miller | DCCM website. Successfully managed multiple deadlines and coordinated with various team members to ensure timely project completion. Continually managed updates and modifications, enhancing the site's functionality and user experience to meet evolving business needs.

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