

# Jose Ortiz

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## EDUCATION

### HUNTER COLLEGE

#### BA IN COMPUTER SCIENCE

695 Park Ave.

New York, NY 10065

Anticipated in Dec 2025

### LAGUARDIA COMMUNITY COLLEGE

#### AS IN COMPUTER SCIENCE

31-10 Thomas Ave. Long

Island City, NY 11101

## LINKS

Github:// [joseeeortizz](#)

Website:// [joseeeortizz](#)

LinkedIn:// [joseeeortizz](#)

## SKILLS

### PROGRAMMING

Java • C/C++ • HTML • Python • CSS  
• JavaScript • Swift • Git/GitHub •  
AI/Machine Learning

### IT

IT Support • Extron A/V System •  
Data Analysis • Hardware &  
Software Troubleshooting • SIEM •  
Cybersecurity • Network Protocols

### TOOLS

MS Visual Studio • MS Office •  
MacOS/iOS • Windows •  
Linux • JetBrains IDE's •  
Eclipse

### LANGUAGES

#### English

Full Professional Proficiency

#### Spanish

Full Professional Proficiency

#### Portuguese

Limited Proficiency

## EXPERIENCE

### LAGUARDIA COMMUNITY COLLEGE | COLLEGE ASSISTANT

Oct 2023 – Present | Long Island City, NY

- Provided technical support to faculty and students in academic labs, open labs, and smart rooms, resolving hardware and software issues with PCs, iMacs, printers, Extron A/V systems, Deepfreeze, and SSCM software.
- Assisted senior technicians with the installation and configuration of new equipment and software in academic labs. This collaborative effort ensured a smooth transition for faculty and students, minimizing disruptions and facilitating a seamless learning experience upon lab opening.
- Utilized a ticketing system, phone, email, and in-person interaction to effectively troubleshoot and address user inquiries.
- Maintained detailed logs on reported software and hardware issues in SharePoint for tracking and future reference.
- Assisted students with software-related issues during open labs, ensuring a smooth learning environment.
- Collaborated with senior technicians to deploy new software across labs during inter-session periods.
- Contributed to efficient lab operations by assisting senior technicians in replacing faulty projectors, projector lamps, and screens.

### CVS HEALTH | OPERATIONS MANAGER

Jul 2021 – Jul 2023 | New York, NY

- Implemented methods to ensure efficient and effective delivery of services and products to customers while exceeding company targets for sales, profitability, and customer satisfaction.
- Managed and trained a team of 60 employees, ensuring optimal performance and adherence to company policies and procedures.
- Collaborated with other management team members to develop and implement strategies for process improvement, inventory control, and customer service enhancement.
- Monitored inventory levels and ensured timely replenishment of stocks to meet customer demand and minimize wastage.
- Managed budgets and controlled costs to ensure profitability and sustainability of operations for the store.

## CERTIFICATIONS

### GOOGLE CYBERSECURITY PROFESSIONAL | COURSERA

### GENERATIVE AI FUNDAMENTALS | GOOGLE CLOUD

### GOOGLE IT SUPPORT | COURSERA

### LEARNING C++ | LINKEDIN LEARNING