

Jose Ortiz

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Resourceful Computer Science student with hands-on experience in IT support, system administration, and software development. Proven ability to resolve technical issues, support users, and improve operational efficiency in fast-paced environments. Seeking to contribute to innovative tech teams in software engineering or IT support roles.

PROFESSIONAL EXPERIENCE

LAGUARDIA COMMUNITY COLLEGE, *Long Island City, NY*

IT SUPPORT ASSISTANT (June 2024—Present)

COLLEGE ASSISTANT (October 2023—June 2024)

- Resolved 30+ weekly tech issues and improved response time by 25%
- Supported 200+ devices, AV setups, and 10+ campus events
- Maintained IT documentation, reducing repetitive queries by 40%

RESEARCH FOUNDATION OF CUNY, *Long Island City, NY.*

IT SUPPORT ASSISTANT (June 2024—June 2025)

- Handled 25–30 weekly tickets for hardware/software issues and research workflows
- Maintained 150+ devices and reduced IT backlog by ~30%
- Supported documentation and onboarding processes across departments

CVS HEALTH, *New York, NY.*

OPERATIONS MANAGER (July 2021—July 2023)

- Led and trained team of 60+, improving performance and reducing turnover
 - Exceeded sales targets by 15% and cut operating costs by 9%
 - Ensured 100% audit compliance and optimized reporting processes
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EDUCATION & CREDENTIALS

HUNTER COLLEGE

Bachelor of Arts in Computer Science; Minor: Africana, PR/Latino Studies; Anticipated in June 2026

LAGUARDIA COMMUNITY COLLEGE

Associate of Science in Computer Science

Certifications:

- Google Cybersecurity Professional

- Google IT Support
- Generative AI Fundamentals
- Learning C++

Information Technology Skills:

- *Programming: C, C++, Python, Java, HTML, CSS, JavaScript*
- *Version Control: Git, GitHub*
- *IT Support: ServiceNow, Freshservice, hardware/software troubleshooting, system imaging*
- *A/V & Lab Setup: Extron systems, classroom/lab setup, projector and AV tech support*
- *Tools: Microsoft Office Suite, Google Workspace, Zoom*
- *HR Systems: ADP Workforce Now, HRMS*
- *Systems: Windows, macOS*
- *Soft Skills: Technical documentation, team training, onboarding support, cybersecurity best practices*