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

RESEARCH FOUNDATION OF CUNY | IT SUPPORT ASSISTANT
Jun 2024 – Present | Long Island City, NY

- Assisted with data storage operations, including data transfers, backups, and recovery tasks.
- Performed minor adjustments and routine technical updates to hardware, software, networks, operating systems, applications, web pages, and data tables.
- Performed simple repairs, including replacing faulty equipment/components and fixing electromechanical components.

LAGUARDIA COMMUNITY COLLEGE | COLLEGE ASSISTANT
Oct 2023 – Present | Long Island City, NY

- 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.
- Assisted students with software-related issues during open labs, ensuring a smooth learning environment.
- 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.

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.
- 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