Jose Ortiz

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EDUCATION

HUNTER COLLEGE
BA IN COMPUTER SCIENCE
Anticipated in Dec 2026

LAGUARDIA COMMUNITY COLLEGE
AS IN COMPUTER SCIENCE

LINKS

Github:// joseeeortizz
Website:// joseeeortizz
LinkedIn:// joseeeortizz

SKILLS

PROFESSIONAL
Team Leadership • Inventory Management • Budget Oversight • Vendor Coordination • Sales Optimization • Customer Service Enhancement • Process Improvement • Staff Training & Development • Problem Solving & Decision Making

TECHNICAL
Java • Python • HTML/CSS/JavaScript • Swift • Git/GitHub • Data Analysis • IT Support • Network & Cybersecurity • Hardware/Software Troubleshooting • SIEM• Microsoft Office • MacOS/iOS • Linux • JetBrains IDE's

LANGUAGES
English
Full Professional Proficiency
Spanish
Full Professional Proficiency
Portuguese
Limited Proficiency

EXPERIENCE

LAGUARDIA COMMUNITY COLLEGE | IT SUPPORT ASSISTANT
Oct 2023 – Jul 2025 | Long Island City, NY

- Facilitated a smooth transition for faculty and students by assisting senior technicians with the installation and configuration of new equipment and software in academic labs.
- Resolved user inquiries efficiently by utilizing a ticketing system, phone, email, and in-person interaction.
- Ensured a smooth learning environment for students by assisting them with software-related issues during open labs.
- Resolved hardware and software issues by providing technical support to faculty and students in academic labs, open labs, and smart rooms, specifically addressing issues with PCs, iMacs, printers, Extron A/V systems, Deepfreeze, and SSCM software.

RESEARCH FOUNDATION OF CUNY | IT SUPPORT ASSISTANT
Jun 2024 – Jun 2025 | Long Island City, NY

- Ensured data integrity and accessibility by performing data transfers, backups, and recovery tasks.
- Optimized system performance and reliability by implementing minor adjustments and routine technical updates to hardware, software, networks, operating systems, applications, web pages, and data tables.
- Resolved hardware and component failures promptly by replacing faulty equipment/components and fixing electromechanical components.

CVS HEALTH | OPERATIONS MANAGER
Jul 2021 – Jul 2023 | New York, NY

- Supervised day-to-day operations of the Cosmetics department, overseeing inventory control, planogram compliance, staff training, vendor coordination, and customer-facing merchandising to support category performance.
- 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.

CERTIFICATIONS

GOOGLE CYBERSECURITY PROFESSIONAL | COURSERA
GENERATIVE AI FUNDAMENTALS | GOOGLE CLOUD
GOOGLE IT SUPPORT | COURSERA
LEARNING C++ | LINKEDIN LEARNING
LEAN SIX SIGMA WHITE BELT PROFESSIONAL | CERTIPROF