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

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

SKILLS

PROGRAMMING
Over 5000 lines:
Java • C++ • C • HTML • Python

Over 1000 lines:
CSS • JavaScript

Familiar:
iOS • SQL • Swift • Linux • Ubuntu •
Data Analysis • Windows • Android
• Cybersecurity • AI • IT

LANGUAGES
English
Fluent

Spanish
Fluent

Portuguese
Limited working

EXPERIENCE

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

- Provided comprehensive technical support to faculty and students within the IT department.
- Troubleshooted hardware and software issues, ensuring prompt resolution and minimal disruptions.
- Assisted in setting up and maintaining computer labs and classrooms, ensuring a conducive learning environment.
- Collaborated closely with the IT team to optimize technology resources and enhance the overall academic experience.
- Addressed inquiries and guided on IT-related matters, fostering a user-friendly and efficient support system.

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