

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 | IT SUPPORT 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