

Jose Rosas Jr.

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EDUCATION

University of Texas at Arlington

BS, Information Systems

Arlington, Tx

Aug. 2019

CERTIFICATIONS & SKILLS

▪ Certifications:

- *SMU Full Stack Web Development Certificate* *Oct. 2021*
- *CompTIA Security+* *May. 2023*
- *Apple Certified IT Professional* *Dec. 2022*
- *Apple Certified Support Professional* *Nov. 2022*
- *Jamf Certified Associate* *Nov. 2022*

▪ Skills:

- *Languages: HTML , CSS3,SQL, , JavaScript ES6+, Python*
- *Applications: Microsoft SQL Server, GitHub ,PowerBI, SOTI MobiControl, Jamf, Microsoft Office – Excel, Outlook, Word, PowerPoint, Cherwell Service Management*
- *Tools: Node, Bootstrap, Express, Handlebars, Visual Studios, Git, ReactJs*
- *Operating Systems: Windows, iOS, Android, MacOS*

WORK EXPERIENCE

Denali Advanced Integration

Mobile Device Management Administrator

Interim Business Intelligence Analyst

Configuration Technician II

Configuration Technician I

Plano, Tx

May 2022 –Present

May 2022 - Sept. 2022

Aug. 2021 – June 2022

Jun. 2020 – Aug. 2021

- Created a script using python that automates the upload of serial numbers to tickets that continues to save hours of monotonous clicking so that the technician can work on other projects while the script runs.
- Supported and configured HID commands for a 'Theia robot' that uses a python and a Master Command List (JSON) and Amazon S3 to detect words on a tablet screen and send the appropriate commands according to the library of words in the MCL.
- Manage, create, and troubleshoot user accounts for various MDM platforms.
- Oversee hundreds of thousands of devices for clients including, but not exclusive to, companies like DoorDash, American Airlines, Amazon, and Brink's.
- Plan and build configurations and profiles for new projects in their respective environments like SOTI MobiControl and Jamf depending on customer requirements.

TEKsystems

IT Help Desk Contractor

Irving, Tx

Mar. 2020 – Jun. 2020

- Proven success working in high-volume, 24x7 technical call centers.
- Demonstrated strengths in rapidly diagnosing, troubleshooting, and resolving client issues.
- Consistently praised for communicating effectively with both technical and non-technical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

Nike inc.

Arlington, Tx

Shipping and Receiving Associate

Aug.2016 – Mar.2020

- Exceeded the standard of processing the average amount of units per hour by 150%.
- Received shipment and maintained the organization of product within the stock room and helped provide customer service on the sale floor.

Frisco West Animal Medical Center

Frisco, Tx

Veterinary Kennel Technician

Sep.2015 – Aug.2016

Hollister

Frisco, Tx

Lead Stock

May 2015 – Aug.2015

Back-Stock Associate

Jul.2014 – Aug.2015

Fry's Electronics

Plano, Tx

Computer Merchandiser

Dec.2013 – Aug.2014