

Education

Bachelor of Science in Computer Science

Graduated in 2019

California State University Long Beach

Relevant course work: Database development, Operating Systems, Network Interoperability, and Introduction to Computer Security.

Employment

IT Helpdesk Technician

August 2021 to present

BTI Communications group

- Manage our NOC Team and assist one Network Specialist Manager to provide Cybersecurity support to over 9 based server clients
- Certified as an ITsupport247 Administrator to monitor and deploy patch policies for server and desktops, and update daily ticketing system
- Monitor alerts for Office 365 risky sign in, Webroot, and Sentinel one antivirus, desktop agents, and tier 4 escalation tickets
- Provide clients with remote and onsite helpdesk support for Sage, QuickBooks, Office 365, Barracuda, Meraki Cisco, PC, Mac, printers etc.

IT Helpdesk Technician

February 2019 to August 2021

IT-Training & Consulting

- Assist via telephone, email, helpdesk tickets and in person requests with technical support to nineteen server and two Azure cloud clients
- Responsible for performing maintenance such as Windows Security Updates, hard disk cleanup, disk defrag and monitoring antivirus on computers using ConnectWise remote software to log in
- Administrate users, groups, permissions, file configurations, print and remote access, event logs, backed up, restoration of network, email, software, databases, servers, desktops, Office 365, and VPN configurations

Front End Engineer

CodeCademy Front End Engineer course

October 2022 - present

- Currently attending online courses in JavaScript, HTML, CSS, Grid and flexbox to create responsive websites

Finn the Cute Beagle Website

October 2022 - present

- Used HTML, JavaScript, CSS, to build a website for my pup Finn: [Link: jvargas7130.github.io](https://jvargas7130.github.io)

Senior Software Engineer Project

Top down Scroller-shooter game

August 2018 – December 2018

- Implemented the Agile Method and Model View Controller Method to design and program a top-view 2D grid game in Java
- Planned and implemented agile methods to problem solve software algorithms in a team of 4 students
- Performed weekly standups to demonstrate the team's progress and initiated tasks in Git and Source Tree

Skills

Programming Languages: Html, CSS, JavaScript, C++, C#, Python, Java, GitHub, and MySQL,
Software: Windows, Mac OS, iOS, Android, Word, Power Point, Excel, Adobe, and Office 365

Language: English and Spanish

Community Service

Food Finders – Rescuing Food, Reducing Hunger volunteer

- Provided delivery food support for a women's crisis center

Honors Awards

IEEE ETA KAPPA NU

- Electrical and Computer Engineering Honor Society

Mathematics, Engineering, Science, Achievement program at Rio Hondo college

- Congress of the United States House of Representatives Certificate of special recognition for completing the M.E.S.A program at Rio Hondo Community College