

Luis Valdivia

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Work Experience

Poly

July 2019-Aug. 2020

IT Service Specialist Intern

Santa Cruz, CA

- Provided system administration and technical support for 250+ end-users for hardware/software issues via phone, email, Poly's ServiceNow System and in person
- Application:
 - Created batch files to automate the computer imaging process and make it 50% more efficient
 - Created and edited PowerShell scripts to open/edit certain software/applications automatically
- Technical Support:
 - Responded to user service requests and expediently resolved trouble tickets to maximize system time-up
 - Maintained an outstanding record of technical support service, resolving 85% of all my tickets within a 24-hour window

UCSC Data Center

Jan. 2019-June 2019

Technical Operations Assistant

Santa Cruz, CA

- Database scripting (MySQL, PHP, Scripting)
- Systems Administration:
 - Assisted in creating Active Directory accounts using System Center Configuration Manager
 - Created/scheduled virtual machine snapshots as needed
- Technical Support:
 - Worked with the Data Center Systems teams to support our customer base
 - Applied Data-center concepts including DCIM, server virtualization, networking, and information security on certain issues

Education

University of California, Santa Cruz

Sept. 2015-June 2020

B.S in Technology and Information Management

Santa Cruz, CA

GPA: 3.1/4.0

Involvement and Outreach

Society of Hispanic Professional Engineers

Sept. 2016-June 2020

Member

Santa Cruz, CA

- Changed lives by empowering the STEM community to realize its fullest potential
- Provided resources and leadership opportunities for predominantly Chicanx/Latinx college students and alumni by participating and organizing community service events, collegial networking and academic professional workshops

Skills

- Conversational in Spanish (able to meet all customer service requirements with Spanish speakers)
- Knowledge in Office 365 (Word, Excel, PowerPoint)
- **Operating Systems:** Mac; Windows XP, 9, 10; Windows Server 2003, 2008
- **Programming Languages:** PowerShell, Java, C++, HTML, MySQL, MATLAB