

Joe Pulido

Email: Joe_Pulido@outlook.com Phone Number: [956-693-7586](tel:956-693-7586)

EDUCATION

Texas A&M International University, Laredo, Texas May 20, 2016

B.S. in Management Information Systems, May 2016

Laredo Community College, Laredo, Texas May 15, 2013

Associates Degree of Science, May 2013

Certificate of Computer Information Services, May 2013

John B. Alexander High School, Laredo, Texas May 27, 2006

High School Diploma, May 2006

PROFESSIONAL PROFILE

WORK EXPERIENCE

February 28, 2015- August 28, 2015, **BP Newman Investment** Internship, MIS Data Clerk Laredo, TX

MIS Data Clerk for BP Newman Investments Company would help franchised companies with technical problems on computer systems to get business operating again. Help supervisor with upgrading office equipment and help back up system resources such as emails and other data files. Update restaurant POS system by tying products to keys.

Noticeable Achievements:

- Helped supervisor fix an All in One Sony VAIO PC. All in One computer.
- Created a PowerShell Script to automate the process of backing up emails into company server. Preventing human error and reducing time by 50%.
- Helped manager from one of the Popeye's to get audio working in the computer so they can get training back saving hours of downtime.
- Remotely helped restaurants get back online over the phone guiding them on how to reconnect the network and access computer remotely to poll data back into office for manager reports with the help of Team Viewer Pro.
- Collaborated with vendors such as SICOM to troubleshoot menu board and POS issues..

Volunteer Work:

Windows 10 insider July 2015- present Laredo, TX

Test early builds of Windows 10 with new features that are added at pre-release of operating system release to manufacturing, seek out bugs on Windows 10, and report back to Microsoft engineers via feedback hub before the builds are released to the public.

Achievements:

- Received shipped Windows 10 Badge 07/25/2015
- Received 1st 2nd and 3rd flight lieutenant Badge
- Received Shipped Windows 10 Anniversary Badge
- Received shipped Windows 10 Creators Badge

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Computer Skills:

- Microsoft Office Suite (Word, Excel, PowerPoint, Access, One Note, OneDrive, and Skype)
- OS Reinstallation
- SQL, Python, HTML, CSS, and JavaScript
- Operating Systems (Windows XP, Windows Vista, Windows 7, Windows 8/8.1, Windows 10) Linux (Ubuntu, Fedora, Android, and Mint) Mac OSX
- Computer hardware installation: (Motherboard, Power Supply, CPU, Ram Sticks, and Operating Systems)
- Customer Service
- Typed Speed 75 WPM

LANGUAGES

Bilingual; fluent in English and Spanish