

Mark Cruz

401-598-7337 - markcruz991@gmail.com - [LinkedIn](#) - [Github](#)

Highlights of Qualification

Languages: C, Java, Python | **Database:** Beginner level MySQL, SQL | **Mobile Development:** Android Stu./Swift 4

Networking :

Cisco Firewalls/Routers

Carrier cable and DSL modems and carrier routers

Mobility products: SIM cards, cradlepoints, carrier hotspot devices.

RMM's: ConnectWise, Cornerstone, Outlook

Security clearance to work EIS tickets (Government contract vendor related)

Coursework: Data Structures (Java), Mobile, Software Engineering

Work History

Comtech Telecommunications | NSOC

(2025-Present)

- Support a multi-market operational environment for state 911 departments.
- Manage a daily call queue of 25+ cases and 20+ tickets, ensuring timely and accurate issue resolution.
- Troubleshooting PSAP (Public Safety Answering Point) equipment and coordinating with field technicians to resolve network-related problems efficiently.

Granite telecommunications| NOC Tier 1

(2023-2025)

- Assisting fortune 500 companies with troubleshooting their networking systems which includes industry standard equipment (Fortinets, Cisco, Palo Alto, Junipers) and carrier equipment (Broadband cable, Fiber, DSL, T1/PRI, DIA, Mobility)
- Independently handle a queue of tickets, promptly responding to incidents, requests to ensure we reach the service level agreements.
- Professionally handling customer requests including technical and non-technical inquiries to any NOC related services.
- Part of a dedicated team to support the networking systems of Granite's top client (TJX).

EDUCATION

Johnson & Wales University | Bachelor of Science in Software Engineering

May. 2021

- GPA: 3.8/4.0
- Providence, RI
- *Deans List (September 2017 - May 2019)*
- *SHARP Participant (Accelerated Degree Program)*

Continuing Education:

Studying Cisco Certified Network Associate and Security

Studying Full-stack development via Angela Yu's App Brewery Course

Organizations

ASSOCIATION OF COMPUTING AND MACHINERY JWU CHAPTER | MEMBER

2019-2021

- Interest in computing and applications
- Increased knowledge of and greater interest in science, design, development, construction, languages, management, and applications of modern computing.