

# OTILIO RIOS

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## OBJECTIVE

To obtain an internship applying over three years of customer service experience, technical skills, and knowledge of various software systems.

## EDUCATION

*Bachelor of Science in Computer Information Systems*  
University of Houston, Houston, Texas  
Cumulative G.P.A.: 3.59/4.0

May 2019

## RELEVANT COURSEWORK

- Advanced Information Systems Development
- Mobile Application Development
- Internet Application Development
- Information Technology Hardware and System Software
- Database Management
- Integrated Information Systems

## EXPERIENCE

### Help Desk Technician Intern

Keppel Offshore and Marine, Houston, TX

May 2016 – Aug 2017

- Provided End User Support to 60 users
- Assisted new employees with hardware setups and new user accounts
- Upgraded users and systems from Windows 7 to Windows 10
- Categorized and inventoried monitors, keyboards, mice, cables, old and spare workstations
- Installed, configured, and managed licenses to software such as ANSYS, Navisworks AutoCAD, and MATLAB

### Bartender; Shift Lead

Canyon Creek Bar, Houston, TX

May 2013 - Present

- Provide customer service to an average of 70 customers a day
- Balance out registers and company safe consisting of up to \$3000

## RELEVANT PROJECTS

Systems Analysis and Database Management Project

Sept 2017 – May 2018

- Collaborated with 6 other students to analyze the day to day operations of Paw's Pet Resort
- Formulated an Information System which is estimated to reduce cost by \$11,000 per year over the next five years
- Created a database of customer and pet information using SQL Server 2017 Enterprise Edition
- Designed and developed a Java Application as the front end of the database

## TECHNICAL SKILLS

- **Operating Systems:** Windows 10, Windows 7, Linux
- **Software:** Word, Excel, PowerPoint
- **Programming Languages:** Java, C#, SQL, HTML/CSS, JavaScript
- **Languages:** English, Spanish

## ORGANIZATIONS

Association of Information Technology Professionals

Sept 2017 - Present

- Joined the UH chapter of AITP