

Diego Enrique Rodriguez

5718 Ceniza Dr, Weslaco Texas, 78599 | (956)463-2308 | didarll.rodriguez8@gmail.com

Executive Summary:

Detailed proactive IT Technician with years of experience in providing technical support, troubleshooting hardware and software issues, and maintaining network systems. Skilled in installing, configuring, and upgrading computer systems, ensuring optimal performance and security. Strong communicator with a proven ability to work independently or as part of a team in fast-paced environments. Fluently in both English and Spanish and ready to deliver exceptional results in advance IT Technician roles.

Education:

South Texas College

| Expected Graduation: June 2026

Bachelor of Computer and Information Technologies; Associate of Science Interdisciplinary Studies

Relative Coursework:

- Introduction to programming, Data Structures, Computer Systems and Architecture, Network Security, Database Management Systems, Operating Systems, Object Oriented Programming

Cumulative GPA: 3.5/4.0

Weslaco East High School

| Graduation: 2014

Certifications:

- Networking Cable Specialist (Copper and Fiber), Computer Internet Specialist, CompTIA Strata IT Fundamentals

Work Experience:

Capital Business Equipment (CBE), Montgomery AL

| 2021 – Present

Field Service Technician

- Deploying Point of Sale systems and network solutions across major commercial clients, including 7 Eleven, Circle K and Murphy USA.
- Diagnosing and troubleshooting diverse electronics and IT equipment and enhancing system reliability and reducing downtime.
- Installation and maintenance in low voltage equipment throughout the United States in security and alarm, ensuring compliance with industry standards and specification.
- Developed expertise in network management and configurations, enhancing network stability and performance for a diverse range of high-profile retail clients.
- Earned Verifone Certification, gaining advanced skills in maintaining and supporting Verifone products, which boosted customer trust and heightened service demand.

Express Factory Outlet, Mercedes TX

| 2018 – 2021

Assistant Retail Manager

- Optimized store operations and staff performance through strategic planning and training, directly supporting the Store Manager in hiring and development initiatives to meet sales targets and enhance customer experience.

Polo Ralph Lauren Outlet, Mercedes TX

| 2018 - 2018

Sales Associate (Seasonal)

- Collaborated with management to enhance retail operations and foster a positive work environment, contributing to improved customer service and staff efficiency.

Old Navy Factory Outlet, Mercedes TX

| 2016 – 2018

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Sales Associate

- Elevated store operations as a Lead by managing inventory, training staff, and achieving “Employee of the Month” for exceptional service and sales performance.

Gap Factory Outlet, Mercedes TX

| 2014 – 2016

Sales Associate

- Advanced customer engagement and sales as Sales Associate, meeting weekly sales targets and training new staff in company procedures and product knowledge.

Computer and Technical Skills:

- **Software Development:** Proficient in creating and deploying software, emphasizing programming languages such as Python and Java for diverse applications.
- **Operating Systems:** Expertise in managing and configuring multiple operating systems including Windows, macOS, and Linux, ensuring optimal system performance.
- **Computer Programs and Software:** Skilled in utilizing and troubleshooting a wide range of software, from office productivity suites to specialized design and editing tools.
- **Web Design:** Experienced in designing responsive websites using HTML, CSS, and Java Scripts.
- **Management:** Strong management skills in overseeing projects, coordinating teams, and ensuring completion of IT related tasking in a timely manner.
- **Network Administration:** Capable of setting up, configuring, and maintaining networks, with a focus on security and effective data flow.
- **Technical Support:** Proficient in providing end-user support by troubleshooting hardware and software related issues to minimize down time.
- **System Analysis:** Experienced in analyzing and improving IT systems and infrastructure for better performance and reliability.
- **Cloud Computing:** Skilled in utilizing cloud services for storage and application hosting.
- **Hardware Installation:** Assembling and configuring computer hardware by performing upgrades and repairs to extend the functionality and life of the IT equipment.

Professional References:

Rudy Ivan Davila – Assistant Retail Manager at Express Factory Outlet | Contact: (956)355-9666

Rosie Mahbubani – Store Retail Manager at Express Factory Outlet | Contact: (956)459-5274

Juan Llanos – IT Technician at Capital Business Equipment | (956)355-5580