**Victor De Los Santos**

4830 Cloister Avenue, Memphis, TN 38118 \* (901) 297-0475 \* vmdlssnt@gmail.com

**EDUCATION**

**The University of Memphis** - Graduated December 2015 with 3.0 GPA out of 4.0 scale

Bachelor of Science in Computer Engineering

**CompTIA A+ Certified Technician –** Verify at <http://verify.CompTIA.org> CODE: T4P6QBXF2H442RJF

**TECHNOLOGY SUMMARY**

**Operating Systems:** Windows 7/8/10, Linux.

**Microsoft Office Suite:** Word, Excel, Power Point, Outlook, Access.

**Source Code Control:** GIT through Bitbucket and GitHub, Team Foundation Server.

**Programming Languages:** Java(J2EE, JSP, Servlets, JDBC, Swing, Spring, Hibernate, Maven, websockets), .NET(Entity, ASP MVC, Web API, C#, VB), Unix Shell Scripting.

**Web Development/Front End:** HTML, CSS, JavaScript, JQuery, BootStrap, AJAX, React.

**Servers:** Apache Tomcat, GlassFish, IIS express.

**Databases:** MS SQL Server and MySQL.

**IT Tools:** Active Directory, cmd networking commands, remote desktop connection.

**Graphics Editors:** Adobe Photoshop, Adobe Illustrator.

**RELATED COURSEWORK**

* COMP2150 Data Structures
* COMP2710 Discrete Mathematics
* COMP3160 Advanced Data Structures and Algorithms
* COMP4080 Software Engineering
* COMP4270 Operating Systems
* COMP4262 Programming UNIX
* COMP4115 Database Process/Design

**NOTABLE PROJECTS**

**Look at demos and screenshots of my projects on my portfolio website** [**http://vicsportal.com/**](http://vicsportal.com/)

**Medidata** (College senior project) Jan 2015 - Dec 2015

Designed and programmed a Java server-side application to receive data through a TCP socket from an Arduino microcontroller, and stored data using JDBC and MySQL. Also programmed the GUI to allow users to view the recorded data and the corresponding priority of each event using Swing components.

**MyShoppingSite** November 2015 - December 2015

Designed and developed an Ecommerce site. Used HTML, CSS, Javascript, JQuery, AJAX, and BootStrap on the client to build an interactive site. On the Server side requests are passed to multiple Java servlets to perform login, register, view cart, and data queries from MySQL through JDBC. Servlets responded by redirecting requests and responses to JSP pages and RESTful web services. Servlets, web services and web content were hosted on a Tomcat Server. The Project was developed on Eclipse IDE for Java EE.

**EXPERIENCE**

**IT Help Desk**  at AllCovered(May2017-August2017)

Received daily calls from employees requesting help with: password resets/ account unlocks, Outlook, Windows, Citrix, access to particular websites, Oracle, and SAP. Followed the lifecycle of the ticket from creation to resolution. Also routed tickets to different queues such as Local Support, Windows Support, Security services, Telephony Services, SAP team, an others.

**IT Support Specialist** at Unistar-Sparco Computers(February2017-May2017)

Duties included: Offering over the phone solutions, ordering parts, troubleshooting, isolating, diagnosing and testing Lenovo and HP laptops/Desktops/All-in-one units for the school district. Duties also included: updating tickets, and scheduling field technician visits.

**Laptop Repair Technician** at Flextronics (October2016-january2017)

Duties included: Troubleshooting, isolating, and diagnosing Lenovo laptops models T440, T450, T460, 11e, Yoga 11e, X1 carbon, and Helix, and replacing new parts into the unit. Duties also included reimaging the OS, evaluating warranty policies and customer induced damage, running multiple tests before shipping the laptop.