



Samantha Rayos

INFORMATION AND COMMUNICATION TECHNOLOGY

Contact

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Summary

Currently attending NMSU pursuing my Engineering Degree in Information and Communication Technology. My anticipated graduation date is Fall 2021.

Education

BACHELOR OF INFORMATION AND COMMUNICATION TECHNOLOGY

New Mexico State University | Las Cruces, NM | 2020 – 2021

BACHELOR DEGREE IN BUSINESS MARKETING

West Texas A&M University | Canyon, TX | 2016 – 2018

Courses

- Computer Networking I & II
- Software Technology
- Operating Systems for ICT
- Introduction to Java
- PC Maintenance and Repair
- Introduction to Internet Protocol
- Digital Forensics and Incident Response
- Windows Enterprise Administration
- Information Security Technology
- Linux System Administration

Work Experience

Technical Intern – Information Systems Engineer

Ball Aerospace | Denver, CO | June 2021 – August 2021

- Install, maintain, and support multiple Windows/Linux-based servers on Utilizing VMware Technology.
- Execute troubleshooting skills to address stability objectives both reactively and proactively.
- Maintain a secure computing environment, including adherence to backup schedules, patching, virus updates, and regular security scanning and remediation.
- Interface with internal customers, security, and management teams for: maintaining production systems, resolving issues with services and physical systems.
- Identified and investigated new technologies to integrate into products.
- Contribute as a team member to the completion of milestones within specific projects and provide solutions to a variety of technical problems.

ADMINISTRATIVE SECRETARY

Arizona Supreme Court | Tucson, AZ | June 2019 – October 2020

- Preparing meeting agendas and support meetings and/or training sessions.
- Promptly processing and routing incoming calls and mail to personnel reaching client satisfaction.
- Assisting program specialists to ensure successful facilitation of the organization's reviews.
- Organizing and maintain current and correctly sequenced cases.
- Provided general administrative support for department.

TESTING ASSISTANT

Amarillo College | Amarillo, TX | October 2018 – March 2019

- Administering and overseeing tests according to strictly prescribed guidelines and standards; checks examinee identification and rosters, distribute test materials, and monitor the conduct of examinees.
- Preparing and organizing testing materials in accordance with individual testing requirements and with established testing protocol and guidelines; developing seating plans, assigning proctoring duties, and preparing the testing facility.
- Providing general administrative assistance to include answering phone inquiries and provision of information and assistance to walk-in students.
- Ensuring that proctors are performing adequately, and assisting with technical issues as they arise.

CORNETTE LIBRARY STUDENT AIDE

West Texas A&M University | Canyon, TX | September 2016 – May 2018

- Efficiently maintaining reports, forms and records while providing accurate data entry.
- Assisting patrons with special orders ensuring prompt product delivery and accountable for shipping according to university requirements.
- Responsible for maintaining knowledge of policies, proper organization and product replenishment.
- Collaborating with workers to engage students to participate in internal activities and events.

Certifications

- TestOut PC Pro Certification
- Microsoft Office Specialist Excel 2016