

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