Vicente Rodriguez
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Professional Summary

U.S. Navy veteran and bilingual IT support trainee with a BBA in Management Information Systems and IT certifications. 5+ years of experience in secure data systems, customer service, and troubleshooting in high-security environments. Skilled at providing end-user support, maintaining electronic records, and training others on systems and processes. Currently completing Mississippi Coding Academy's Workforce 360: Code to Career program in AI, Cybersecurity, IT Support, Web Development, and Digital Literacy. Authorized to work in the U.S.

Core Competencies

• Help Desk / IT Support (hardware, software & peripheral troubleshooting)
• User account setup & access management (Active Directory concepts)
• Ticketing systems, case tracking & electronic documentation
• Microsoft Office Suite, Google Workspace, ICE & VAONCE systems
• English–Spanish interpretation; clear communication with diverse users
• Security & confidentiality compliance / government background checks
• Customer service, conflict resolution & training

Professional Experience

Detention Processing Officer (Contract) — River Correctional Center, Ferriday, LA | May 2021 – Feb 2025
• Supported 200+ users daily by troubleshooting data entry issues in ICE systems and guiding staff/detainees through technology-driven processes.
• Accessed and updated electronic records, processed release documents, and ensured accurate documentation in secure databases.
• Provided bilingual support and training to staff and detainees on system use and process navigation.
• Created daily/weekly operational and IT-related reports to support compliance and audits.

School Veteran Certifying Official / Veteran Work-Study Supervisor — Inter-American University of Puerto Rico | Jan 2009 – Jun 2013
• Administered Department of Veterans Affairs electronic certification system (VAONCE) for 300+ students.
• Delivered technical assistance on eligibility forms and system navigation to veterans and students.
• Supervised and trained veteran staff on data entry and reporting procedures.
• Maintained up-to-date student records and performed quality control on digital submissions.

Operations Specialist (E-5) — United States Navy | May 1999 – Jan 2007
• Operated and maintained tactical communications and secure computer systems under high-pressure conditions.
• Led and trained personnel in system operations, data analysis, and technical troubleshooting.
• Ensured compliance with security protocols and accuracy of mission-critical information.

Education & Certifications

Workforce 360: Code to Career – Mississippi Coding Academy (Jul 2025 – Oct 2025)
Self-paced training program covering AI, Cybersecurity, IT Support, Web Development, and Digital Literacy. Includes instructor check-ins and hands-on projects to build job-ready competencies.

BBA – Management Information Systems, American University of Puerto Rico – Ponce, PR (Dec 2012)

IT Certifications – New York Business Institute, New York, NY (Sep 2013 – Dec 2013)
CompTIA A+ and CompTIA Network+ certifications earned during coursework; training included PC hardware & software troubleshooting, networking concepts, and end-user support.

Valid Driver's License