

# Blanca Altamirano

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## Technical Skills

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Inventory Management, Active Directory, Endpoint Services, JAMF School Manager, Windows Imaging, Helpdesk Support, Hardware Support, Windows and Mac Support, Computer Networking, System Administration, Google Workspace, O365 Suite, Remote Desktop Support, Quality Assurance, Android and iOS Support, Documentation using different ticketing systems, Web Development, Git, Tools and Technologies.

**Front End:** JavaScript, React/Redux, Node.js, HTML/CSS, Bootstrap

**Backend:** Express, PostgreSQL, SQL, REST

## Work Experience

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### Systems Technician | NAKA Technologies

2022 - 2023

- Inventory and asset management for computers and peripherals.
- Desk setups and teardowns for new hires and terminations.
- OS Imaging for new devices.
- Contacted users to schedule appointments.
- Ticket tracking for assigned queue.
- Constant communication with Fordham IT to update them on all progress made.
- Created a weekly schedule of all appointments for the following week so the team knew what to prepare for.
- Occasional Tier 1 support.

### Helpdesk Technician | Fordham University School of Law

2021 - 2022

- Inventory and Asset management of equipment and materials.
- Created and closed tickets based on incoming phone calls, emails, and walk-ins by utilizing Freshservice and EasyVista ticketing systems.
- Troubleshoot technical related problems for Law School faculty, staff, and students.
- Image deployment.
- Quality Assurance.
- Provided remote assistance to users.
- Troubleshoot and relocated hardware when needed
- Utilized VOIP and Landlines for communication.

## Software Engineering Projects

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### Reflections (Group Project)

[Live](#) | [Github Link](#)

- **Technology Utilized:** React, Bootstrap, JavaScript, HTML, Express, PostgreSQL, Figma
- **Synopsis:** Developed an application for new parents to connect with each other and share their experiences on how they navigated through the postpartum phase.

## Education

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### Software Engineering | Pursuit | New York, New York

December 2023

Project-based curriculum provides hands-on experience with JavaScript, HTML, CSS, Node, Express, React/Redux, PostgreSQL, APIs, Git, Data Structures, Algorithms, sprints, Agile, code reviews, and pair programming.

### IT Support | Per Scholas | New York, New York

July 2021

3- month accelerated technical training course that prepares you for the CompTIA A+ Certification exam. This program also gives you access to Coursera to obtain the Google IT certificate.

### Accounting | Laguardia Community College | New York, New York

April 2020

# Certifications

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CompTIA A+ Certification  
Google IT Support Certificate

August 2021  
June 2021