
Jesus Orozco

Languages
Spanish (Native)
English (Fluent)

IT Support | Repair Technician

Perris, CA 92570 | (714) 864-2657 | Jesus.J.Orozco@outlook.com

Portfolio: orozco.pw | LinkedIn: linkedin.com/in/orozco-jesus

Professional Summary

A proactive and detail-oriented IT Support Specialist with a passion for diagnosing and resolving complex hardware and software issues. To bridge the gap resulting from a lack of formal work experience, I have developed and documented a **comprehensive online portfolio** that demonstrates my practical skills in system building, server administration, and network configuration. Eager to apply my problem-solving abilities and dedication to learning in a professional IT support or repair technician role.

Technical Skills

- **Hardware:** PC Building & Repair, Component Diagnostics, Peripheral Configuration, Printer Setup.
- **Operating Systems:** Windows 10/11 Administration, Linux (Ubuntu/Debian basics), macOS, iOS & Android User Support and Configuration
- **Networking:** Basic Network Troubleshooting, Wi-Fi Configuration, TCP/IP Concepts, Modem & Router Setup.
- **Web:** HTML5, CSS3, Static Site Deployment, DNS Management
- **Software & Services:** Technical Documentation, Content Management Systems, Remote Desktop Support Tools, Ticketing System Basics, Emulation, Virtualization.

Soft Skills

- **Problem Solving:** Logical Root-Cause Analysis, Troubleshooting Methodologies, Mathematical Logic.
 - **Client Relations:** User Training, Conflict Resolution, Translating Technical Concepts for Non-Technical Users, Active Listening.
 - **Workflow:** Detail-Oriented, Time Management, Adaptability, Continuous Learning.
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Hands-On Experience | *Personal Projects*

Personal Portfolio Website | 2025 - PRESENT

- Designed and built this multi-page professional portfolio from scratch using semantic HTML5 and responsive CSS3 to showcase hands-on technical experience. Here, I have listed my personal projects and their stories in greater detail.

- Implemented a local/live hosting workflow, testing on a home server (Apache) before deploying to a global static host and configuring the custom .pw domain's DNS records.

All-in-One Home Server & Game Console | 2024 - PRESENT

- Engineered a single, power-efficient machine to serve as both a family home server and a living room entertainment console, consolidating the functions of multiple devices.
- Deployed CasaOS on Batocera Linux to run services like a self-hosted Google Photos alternative (Immich) with private user accounts, a central file share, and a network-wide adblocker.
- Demonstrated advanced system integration and a focus on user experience by creating a powerful machine that silently handles server tasks while providing a seamless, gamepad-driven interface.

Piano MIDI LED Visualizer | 2023

- Designed and built a hardware-software integrated device using a Raspberry Pi Zero to provide real-time, LED visual feedback on an 88-key piano.
- Taught myself basic soldering to connect and wire an addressable LED strip and configured the Pi for headless operation via SSH.

Custom PC Build: An Iterative Journey | 2021

- Taught myself PC hardware fundamentals by researching, sourcing, and assembling a complete high-performance desktop from individual components.
- Independently diagnosed and resolved a series of real-world hardware incompatibilities, including GPU physical size constraints, PSU wattage requirements, and motherboard feature limitations.
- Executed multiple iterative upgrades (GPU, PSU, Case, Motherboard, RAM), showcasing an ability to adapt and improve a system based on evolving performance needs.

Education & Certifications

[Google IT Support Professional Certificate](#)

Coursera | 2025

IT Support Technician Certificate

Pima Community College | 2023

Member of the Phi Theta Kappa Honor Society

[High School Equivalent Certificate Program \(GED\)](#)

Tustin Adult School | 2021
