

# Jose Ortiz

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Resourceful Computer Science student with hands-on experience in IT support, system administration, and software development. Proven ability to resolve technical issues, support users, and improve operational efficiency in fast-paced environments. Seeking to contribute to innovative tech teams in software engineering or IT support roles.

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## PROFESSIONAL EXPERIENCE

LAGUARDIA COMMUNITY COLLEGE, *Long Island City, NY*

**IT SUPPORT ASSISTANT** (June 2024—July 2025)

**COLLEGE ASSISTANT** (October 2023—June 2024)

- Resolved 30+ weekly tech issues and improved response time by 25%
- Supported 200+ devices, AV setups, and 10+ campus events
- Maintained IT documentation, reducing repetitive queries by 40%

RESEARCH FOUNDATION OF CUNY, *Long Island City, NY.*

**IT SUPPORT ASSISTANT** (June 2024—June 2025)

- Handled 25–30 weekly tickets for hardware/software issues and research workflows
- Maintained 150+ devices and reduced IT backlog by ~30%
- Supported documentation and onboarding processes across departments

CVS HEALTH, *New York, NY.*

**OPERATIONS MANAGER** (July 2021—July 2023)

- Led and trained team of 60+, improving performance and reducing turnover
  - Exceeded sales targets by 15% and cut operating costs by 9%
  - Ensured 100% audit compliance and optimized reporting processes
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## EDUCATION & CREDENTIALS

### HUNTER COLLEGE

Bachelor of Arts in Computer Science; Minor: Africana, PR/Latino Studies; Anticipated in Dec 2026

- Hunter CS Club

### LAGUARDIA COMMUNITY COLLEGE

Associate of Science in Computer Science

- LaGCC STEM Club
- Honors Society

Certifications:

- Google Cybersecurity Professional
- Google IT Support
- Generative AI Fundamentals
- Learning C++

*Skills:*

- *Programming: C, C++, Python, Java, HTML, CSS, JavaScript*
- *Version Control: Git, GitHub*
- *IT Support: ServiceNow, Freshservice, hardware/software troubleshooting, system imaging*
- *A/V & Lab Setup: Extron systems, classroom/lab setup, projector and AV tech support*
- *Tools: Microsoft Office Suite, Google Workspace, Zoom*
- *HR Systems: ADP Workforce Now, HRMS*
- *Systems: Windows, macOS*
- *Soft Skills: Technical documentation, team training, onboarding support, cybersecurity best practices*