

# Jose Ortiz

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## EDUCATION

### HUNTER COLLEGE

BA IN COMPUTER SCIENCE  
Anticipated in Dec 2025

### LAGUARDIA COMMUNITY COLLEGE

AS IN COMPUTER SCIENCE

## LINKS

Github:// [joseeeortizz](#)

Website:// [joseeeortizz](#)

LinkedIn:// [joseeeortizz](#)

## SKILLS

### PROGRAMMING

Java • C/C++ • HTML • Python • CSS  
• JavaScript • Swift • Git/GitHub •  
AI/Machine Learning • Data  
Structures

### IT

IT Support • Extron A/V System •  
Data Analysis • Hardware &  
Software Troubleshooting • SIEM •  
Cybersecurity • Network Protocols

### TOOLS

MS Visual Studio • MS Office •  
MacOS/iOS • Windows •  
Linux • JetBrains IDE's •  
Eclipse

### LANGUAGES

#### English

Full Professional Proficiency

#### Spanish

Full Professional Proficiency

#### Portuguese

Limited Proficiency

## EXPERIENCE

### RESEARCH FOUNDATION OF CUNY | IT SUPPORT ASSISTANT

Jun 2024 – Present | Long Island City, NY

- Ensured data integrity and accessibility by performing data transfers, backups, and recovery tasks
- Optimized system performance and reliability by implementing minor adjustments and routine technical updates to hardware, software, networks, operating systems, applications, web pages, and data tables.
- Resolved hardware and component failures promptly by replacing faulty equipment/components and fixing electromechanical components.

### LAGUARDIA COMMUNITY COLLEGE | COLLEGE ASSISTANT

Oct 2023 – Jul 2024 | Long Island City, NY

- Facilitated a smooth transition for faculty and students by assisting senior technicians with the installation and configuration of new equipment and software in academic labs.
- Resolved user inquiries efficiently by utilizing a ticketing system, phone, email, and in-person interaction.
- Ensured a smooth learning environment for students by assisting them with software-related issues during open labs.
- Resolved hardware and software issues by providing technical support to faculty and students in academic labs, open labs, and smart rooms, specifically addressing issues with PCs, iMacs, printers, Extron A/V systems, Deepfreeze, and SSCM software.

### CVS HEALTH | OPERATIONS MANAGER

Jul 2021 – Jul 2023 | New York, NY

- Implemented methods to ensure efficient and effective delivery of services and products to customers while exceeding company targets for sales, profitability, and customer satisfaction.
- Managed and trained a team of 60 employees, ensuring optimal performance and adherence to company policies and procedures.
- Managed budgets and controlled costs to ensure profitability and sustainability of operations for the store.

## CERTIFICATIONS

### GOOGLE CYBERSECURITY PROFESSIONAL | COURSERA

### GENERATIVE AI FUNDAMENTALS | GOOGLE CLOUD

### GOOGLE IT SUPPORT | COURSERA

### LEARNING C++ | LINKEDIN LEARNING