James De La Torre Jr.

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**EXPERIENCE**

**Lake Shore Cryotronics** (May 2023 - Present)

***IT Help Desk II*** - Internship(September 2023 - Present)

* Using Manage Engine Service Desk, ADManager, and Endpoint Central to manage company devices
* Using Palo Alto Networks, AzureAD, and Intune to manage endpoints and users
* Responsible for several running projects like patching, editing group policy, and upgrading computers to Windows 11
* Making software packages, writing Powershell scripts, updating images, and ensuring all computers are encrypted with BitLocker
* Rolled out a Solidworks 2020 upgrade to 2023 on over 300 endpoints with minimal downtime by automating deployments
* Implemented a new USB device control application which allowed for both an automated workflow and higher endpoint security

***IT Help Desk I*** - Internship(May 2023 - August 2023)

* Provided technical support for 200+ end-users, including local, remote, and mobile users
* Identified priority issues and escalated them accordingly
* Responsible for documentation of help desk procedures, end-user resolutions, and any support issues
* Installing, operating, and maintaining basic printer, phone, computer hardware, and software applications

**Canal Winchester High Schoolt**

***IT Technician*** - Internship (August 2022 - May 2023)

* Assisted over 1,000 students and staff with technology needs
* Addressed problems and solutions in educational technology integration
* Repaired student Chromebooks, including screens, batteries, and LCD cables
* Racked switches in the networking class’s IDF

**Wendy’s**

***Crew Member*** - Part Time (May 2022 - February 2023)

**EDUCATION**

**Canal Winchester High School** *(2020 - 2024)*

GPA: 4.05

Programs: Advanced Placement, College Credit Plus, Honors

Activities: National Honors Society, Business Professionals of America

**The University of Cincinnati** *(2023 - Present)*

Major: B.S. Cybersecurity & Networking

Grade: Sophomore

GPA: 4.0

**Cisco Networking Academy** *(2020 - 2024)*

Completed 3 years of the Cisco Networking Academy at Canal Winchester High School

Over 20 volunteer hours helping students in the Cisco Academy as well as helping configure networking equipment for labs

**ACHIEVEMENTS & AWARDS**

**Network Administration Using Cisco - Business Professionals of America**

* 1st place in the Nation (April 2023)

**Computer Security - Business Professionals of America**

* 6th place in Region 14 in Ohio (January 2023)

**IT CERTIFICATIONS**

**CompTIA:**

* IT Fundamentals+ Certification (April 2022)

**Cisco:**

* Certified Network Associate (May 2023)
* Certified Support Technician - Networking (April 2023)
* Certified Support Technician - Cybersecurity (April 2023)

**Google:**

* IT Support Professional Certification (December 2022)

**Certiport:**

* Networking (April 2023)
* Network Security (April 2023)
* Device Configuration and Management (April 2023)