

Cesar Jose Diaz

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Summary

A graduate of Florida International University with a Bachelor of Science in Information Technology, I currently work at Christopher Columbus high school as a technology specialist and programmer. My duties include desktop/infrastructure support, software development, and software implementation. Previously, I interned with the Miami-Dade Aviation Department in the Information Systems Division for six months in 2014 where I learned troubleshooting skills, performed repairs on computers (hard drive swap, user file transferring), and maintained inventory in a small storage room. I have also worked at FIU as a computer lab assistant assisting students with hardware and software issues.

I seek a position where I can further my skills with programming and with system administration. I have learned how to setup an SCCM server and deploy images to network computers; I have created custom applications that handle various tasks; and I have supported hundreds of clients with troubleshooting and general computer assistance.

Education

Florida International University – December 2015
Bachelor of Science in Information Technology

Related Coursework

- Data communications: Covered OSI model, frames and packets, broadcast and multicast, network routing algorithms/protocols.
- Network administration: Configured virtual routers (Juniper, Cisco, Quagga) for connectivity with four networks, configured routers to utilize BGP/OSPF, firewall configuration with Juniper and Cisco, subnetting and IP address assignment.
- Windows programming: Created desktop applications for Windows using VB.Net and SQL.
- Web app development: Created web-based applications using ASP.NET, C#, and SQL.
- Mobile app development: Created mobile applications for Apple iOS using Objective-C and MVC design pattern.

Technical Skills

- Languages: Java, C#, Objective-C, Visual Basic, HTML/CSS, MS SQL.
- Applications: Net Beans IDE, X-Code, Visual Studio, Microsoft SQL Management Studio, Microsoft Office (Excel certified).
- Operating Systems: Extensive exposure with Windows 7, 10, familiar with Windows XP and 8.1. Working knowledge with Max OS X and Linux Ubuntu.
- Skillful with computer hardware, Windows batch files and the command prompt. Able to perform upgrades and repairs on computer parts such as hard drives and RAM.
- Able to image machines using Microsoft SCCM.

Work Experience

Technology Specialist/Programmer – April 2016 – Present

Christopher Columbus High School – Technology Department

Provide computer/system support to +100 faculty/staff (troubleshoot computer issues, facilitate hardware maintenance and imaging of computers, maintain Active Directory ensuring computers are in proper OUs, reset user passwords and troubleshoot roaming profile issues). Provide iPad and computer support to +1,600 students (troubleshoot issues with iPad software and hardware, reset user passwords and troubleshoot roaming profile issues). Maintain Windows 10 images using Microsoft SCCM, releasing updates and adding/removing programs as needed. Provide infrastructure support with setting up crucial servers (SCCM, SQL, and IIS). Developed numerous desktop and web applications used to facilitate event registration, student check-in, late pass creation. Programs are detailed in the *Self-Driven Projects* section.

Computer Lab Assistant – January 2015 – November 2015

Florida International University – Department of IT

Worked at FIU as a computer lab assistant in an open computer lab consisting of 25 computers in the lab and approximately +200 computers in 9 classrooms across FIU. Duties included IT support & customer service to students in the lab (WiFi connectivity, PantherSoft and Word/Excel assistance); perform maintenance/updates on classroom computers (update software such as Adobe Reader, Firefox and perform Windows Updates, thaw/freeze computers with Faronics Deep Freeze).

Internship – July 2014 - December 2014

Miami-Dade Aviation Department – Information Systems Department

Intern at Miami International Airport in the Information Systems department working with computer technicians and network managers. Duties included troubleshooting and fixing computers (swapping hard drives, adding peripherals to client stations, transferring user files); installing printers on client computers; keeping inventory of various computers and peripherals in a small warehouse.

Self-driven Projects

Windows desktop apps: Developed multiple applications to handle event registration, payment information (no bank or financial communication), late pass creation etc. All programs communicate with AD (Active Directory) and a SQL server to validate users and store various information. Most programs are capable of multithreading and printing, along with importing from and exporting to Excel files.

Internet (web) apps: Developed an application to check-in students to an event over the internet. Personnel checking-in students used their phones to access a webpage (apps.columbushs.com), sign-in using their Active Directory account, and entered Student IDs to enter them into the event. The application checked for duplicate student entries, if students were eligible to attend the event, and if the student is a current student of the school.

Java tutorial videos: Created various java tutorial videos for the School of Computing and Information Sciences at FIU, which covered topics including: debugging, variables, static methods, iterations and logic testing. All videos are on YouTube and the schools video server. On YouTube, there have been over 10,000 video views with much positive feedback.