

Imanol Aracena

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| New York City Bronx

EDUCATION

Associate in Information Technology,

CUNY Guttman Community College, 2023

CUNY John Jay College of Criminal Justice 2026

HIGHLIGHTS

"Honor Roll Student" - 2016, 2020

"Dean's List" - 2023

Certified - JumpCloud 2023

[GitHub](#)

Website <https://www.imanolaracena.com/>

SKILLS

- Bilingual (Fluent in English & Spanish)
- Communication
- Critical Thinking
- Competitive Analysis
- Teamwork & Inclusive Leadership
- Qualitative & Quantitative Research
- Punctuality and Reliability
- Adobe Photoshop, Premiere, Microsoft Office
- Google Suite (Docs, Sheets, and Slides)
- Video Conferencing (Zoom, Google Meets)

IT SKILLS

- Programming Languages (Python, JavaScript, HTML, CSS, C#), IT troubleshooting
- Development tools (Netbeans, Eclipse, Visual Studio Code)
- Web Development (HTML, CSS)
- Network Configuration (LAN)
- Ubuntu Navigation (VM & putty)
- DB (MySQL)
- SSH (Archlinux, Ubuntu)

PROFESSIONAL EXPERIENCE

IT Helpdesk Technician

Nov. 2022 — Current

- Assisted students and faculty with setting up computers.
- Provided ID card printing, equipment request, and on demand requests. ID card printing, equipment request, dealing with reported spam/phishing and etc.
- Monitored incoming spam/phishing emails
- Skilled in setting up equipment, installing VPN, Troubleshooting VPN, and classroom Technology.

Internship

June - August | 2023

Progress Technology Solutions, [Inc](#)

- Conducted comprehensive review of Office 365 and administered portal functionalities. Collaborated with team members to address and resolve assigned tickets, showcasing effective problem-solving skills.
- Successfully obtained certification within a one-week timeframe.
- Proficiently set up a server using Ubuntu OS on a virtual machine, establishing a functional environment. Developed a user-friendly local database website, encompassing administrator and user account management. Enabled user autonomy by integrating self-registration features on the website.

Java & Web Development

March. 2023 — Jun.2023

- During this time we developed programs for user's to input and let the program read those inputs and made our program useful for others. For example we created a class that calculates the Mileage for your car and one for a parking garage.
- Did a group project to calculate a Vehicle cylinders in the engine owner and then created a Truck class with inputs like load capacity in tons and towing capacity in tons.

- Project involved creating classes, implementing
- constructors and accessor methods, writing a driver program and presenting the work in a report and presentation.
- We used an IDE called Netbeans. We coded html and
- css, and a little bit of scripting.
- Worked on a project for [Women Pay wage](#).

AP Computer Science Principles

Edhesive Learning Platform

Sep. 2018 — June.2019

- Performed competitive analysis of similar software/platforms to influence model with best practices (leveraged skills in competitive analysis)
- Making each model responsive to the user inputs and making the inputs to the arrows keys as simpler way to use the game.
- Created a 2-dimensional video game to increase
- the learning of its users by making them think about their moves.
- Utilized skills primarily in C# (coding software)
- Demonstrated a commitment to learning principles, foundations of computer science, new terminology, codes and video-game based concepts

COURSE HISTORY

- Database Management & Design
- Programming 1 & 2
- Networking 1
- INFT 102 Hardware & Software
- AP Computer Science Principle
- Cryptography & Cryptanalysis
- Computer Architecture

