



Raymond Ortiz

A Computer Engineering Professional with entry-level experience, specializing in hardware and software installation, troubleshooting, programming, and continuous improvement. Adept at identifying solutions to complex technical issues and enhancing hardware performance.

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Professional Experience

Junior Computer Engineer

Marriott Hotel, Seattle, WA May 2021 – Present

- Troubleshoot complex software, hardware, and network issues, identify root causes of failures, and conduct on-site maintenance for 150+ computers, tablets, and POS devices
- Resolve 15-30 trouble tickets per day remotely and on-site using ServiceNow and create documentation to expand the knowledge base of technical solutions to recurring issues
- Coordinate with technical teams to enhance internal processes to improve user support, resulting in a 10% improvement in resolution times for technical issues

Computer Engineer Intern

Jackson Enterprises, Seattle, WA January 2021 – April 2021

- Provide support to computer engineering teams for the design and build-out of computer systems, such as disaster recovery systems, networks, and virtual infrastructure
- Delivered technical assistance to customers during field service requests under the supervision of experienced engineers and system administrators

Education

Bachelor of Science (B.S.)
Computer Science
University of Seattle, Seattle, WA
September 2017 - May 2021

Key Skills

- Computer Engineering
- Hardware & Software Configuration
- Troubleshooting
- Technical Support
- Hardware Maintenance

Certifications

- CompTIA A+, 2021
- Microsoft Certified Professional (MCP), 2021