

[Imanol Aracena](#)

524 W 59th • Manhattan, 10019 • REDACTED • REDACTED • [site1](#) • [site2](#)

Education

John Jay College of Criminal Justice

Computer Science & Information Security

Relevant Coursework: [Computer Architecture, Cryptography and Cryptanalysis, Advanced Data Structures, Operating Systems, Computer Algorithms, Computer Networks, Network Security and Forensics.]

Manhattan, NYC

Fall 2025

Guttman Community College

Information Technology

Relevant Coursework : [Hardware & Software, Networking & Data Communications, Database Management & Design, Introduction to Management Information Systems, Programming I & II , Web Technologies & Multimedia, Systems Analysis & Design. "Dean's List" - 2023, Certified - JumpCloud 2023]

Manhattan, NYC

08 2021– 06 2023

All Hallows High School

[*"Honor Roll Student"* - 2020, SAT 920]

Bronx, NYC

June 12th 2021

Experience

**Guttman
Community
College
IT Helpdesk
Technician**

Manhattan, NYC

Nov. 2022 – Current

- Provided technical support for software, hardware, and network issues at Guttman.
- Managed laptop/PC imaging, deployment, and equipment checkout/in.
- Maintained classroom technology (lamp changes, charger replacements, lockbox installs).
- Replaced toner, cartridges, and fusers; handled printer and workstation repairs.
- Assisted with event setups, including projectors, smartboards, and AV equipment.
- Delivered backup helpdesk support, created tickets, and resolved email/VPN issues.
- Monitored and managed spam/phishing emails, ensuring security.
- Supported ID card printing, equipment requests, and troubleshooting.

**Progress Technology Solutions, [Inc](#)
HelpDesk Intern**

Manhattan, NYC (remote)

June 2023 – August 2023

- 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.

Leadership & Activities

**Guttman Community College
Group Leader**

City, State

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](#).

Skills & Interests

Technical Skills:

- **Programming Languages:** Python, JavaScript, HTML, CSS, C#
- **IT Troubleshooting**
- **Development Tools:** NetBeans, Eclipse, Visual Studio Code
- **Web Development:** HTML, CSS, Next.js
- **Database Management:** MySQL, Supabase
- **API Knowledge:** Proficient in using APIs
- **Network Configuration:** LAN
- **Operating Systems & Tools:** Ubuntu Navigation (VM & PuTTY), Arch Linux, SSH
- **Cloud Platforms & Tools:** Vercel, Cursor IDE
- **Software:** Adobe Photoshop, Adobe Premiere, Microsoft Office, Google Suite (Docs, Sheets, Slides)
- **Video Conferencing:** Zoom, Google Meets

Laboratory/Research:

- Qualitative & Quantitative Research

Language Skills:

- Bilingual (Fluent in English & Spanish)

Interpersonal & Leadership Skills:

- Communication
- Critical Thinking
- Competitive Analysis
- Teamwork & Inclusive Leadership
- Punctuality & Reliability
- Emotional Intelligence
- Conflict Resolution
- Active Listening
- Adaptability
- Decision-Making
- Mentorship
- Delegation

AI & Tech Skills:

- Expertise in using AI tools
- Advanced knowledge of Next.js

Interests:

- Video production and editing
- Technology and programming
- Digital marketing and design