

DAREL RODRIGUEZ

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SUMMARY

Information Technology Technician with hands-on help desk, desktop, and network support experience in a large university environment, plus software and database development in Python and SQL. Comfortable owning a ticket from the first call through resolution, rebuilding and imaging Windows and Mac systems, handling first-level network issues, and writing and debugging code. M.S. in Computer Science (Software Engineering) and B.S. in Computer Science.

TECHNICAL SKILLS

Help Desk & Support: Ivanti ticketing, incident tracking and follow-up, phone/email/walk-in and remote support, end-user training, documentation of root cause and resolution

Desktop Services: PC and Mac imaging and rebuilds, hardware and software diagnostics, software installs and upgrades, user profile and device configuration, Jamf, lab environments

Network Services: First-level network connectivity troubleshooting, wired and wireless issues, account and access problems, device resets and reconfiguration

Programming & Databases: Python, Java, C++, TypeScript, JavaScript, PowerShell, SQL, NoSQL; FastAPI, SQLAlchemy, Next.js, React, Node.js; PostgreSQL, Redis; testing, debugging, documenting changes

Microsoft 365, Cloud & Systems: Microsoft 365 (Outlook, Teams, OneDrive, SharePoint), Azure, Entra ID / Active Directory, AWS basics, Docker; Windows, macOS, Linux, Git

PROFESSIONAL EXPERIENCE

Information Technology Technician

Jan 2025 – Present

Central Connecticut State University — New Britain, CT

- Respond to calls, emails, and walk-in requests from faculty, staff, and students, tracking every problem in the Ivanti ticket system from first report through resolution and following up on open tickets so nothing sits unanswered.
- Diagnose and resolve hardware and software problems with a range of diagnostic tools, then rebuild and reimagine Windows PCs and Macs and reconfigure user-specific settings so people can get back to work quickly.
- Install new software releases and updates, coordinate maintenance of PC hardware and lab equipment, and assist with system upgrades using Jamf and Azure to keep versions consistent across large groups of machines.
- Provide first-level support for network connectivity, Microsoft 365, and account access issues, resetting and reinitializing devices where appropriate and escalating anything deeper to the network team.
- Document root cause and resolution for each ticket and act as a liaison between users, other technical staff, and vendors, explaining technical issues in plain language so people can handle the simpler ones on their own next time.

Freight Associate

Jan 2024 – Jan 2025

Home Depot — Southington, CT

- Met tight unload deadlines and trained new hires on the process, keeping the team on a steady pace through busy freight nights.

Mail Handler Assistant

Oct 2020 – Jan 2024

USPS — Hartford, CT

- Processed high volumes of mail against fixed dispatch deadlines, where a missed cutoff held up the whole route.

EDUCATION & CERTIFICATIONS

M.S., Computer Science – Software Engineering

Sep 2026

Southern New Hampshire University — GPA 3.83

B.S., Computer Science

Jun 2022

Southern New Hampshire University — GPA 3.82

Certificate, Networking Administration

Jun 2020

Tunxis Community College — Farmington, CT