

LOURDES MARÍA DE LA ROSA RAMÍREZ

SOFTWARE ENGINEERING STUDENT

PROFESSIONAL SUMMARY

Passionate student of Software Engineering, with knowledge in software development, and databases. Experience in academic projects and skills in languages such as HTML5, JavaScript, C# and SQL. Committed to continuous learning and technological innovation.

CONTACT

Phone: 809-989-0885

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Address: Santo Domingo East, Francisco Saviñon,
Los Trinitarios. Dominican Republic.

EXPERIENCE

Technical Support Assistant | 2023-2024

Company: Gomep (Máximo Gomez P., C x A)

- Software Support:
 - Configured operating systems (Windows, macOS, Linux) for new computers and users.
 - I solved bugs in programs such as Microsoft Office and web browsers.
 - Performed preventive maintenance and virus/malware removal to ensure computer security.
- User Support:
 - I answered tickets and technical support calls via telephone, email and chat.
 - I provided remote assistance using tools such as AnyDesk.
 - I guided users with clear instructions to solve basic technical problems.
- Networking and Systems:
 - I configured WiFi and wired networks to optimize connectivity in the office.
 - Managed user accounts on cloud platforms (Microsoft 365, Google Workspace).

LANGUAGES

Spanish | Native Language

English | Advanced

EDUCATION

Salesian Polytechnic Institute of Hainamosa (INPHA) | 2020-2025

-Baccalaureate, Professional Technician in Development and Administration of Computer Systems

Santo Domingo Institute of Technology (INTEC) | 2024-Present

-Software Engineering Degree

CERTIFICATIONS

[Google Drive Link](#)



PORTFOLIO

[GitHub Pages](#)

