

## Josue Rodriguez

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### Education

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**The University of Texas at San Antonio**  
*Bachelor of Science in Computer Science*

San Antonio, TX  
Jan 2020 - Dec 2024

### Certifications

CompTIA - A+

July 2025

Amazon Web Services - AWS Cloud Practitioner

In Progress

### Technical Skills

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**Languages:** JavaScript, HTML, CSS, C/C++, SQL PHP

**Development:** React, Bootstrap, nginx, ExpressJS, Node, Vite

**Cloud & Databases:** AWS, MySQL

**Operating Systems:** Windows, Linux, MacOS

**Tools:** Git, Visual Studio, MS 365, Google Workspace, Amazon Web Services

### Experience

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#### IT Support Specialist

May 2025 - Present

*Arthur J Gallagher, Pronto Insurance*

- Provided technical support to 800+ sales agents and corporate employees via phone, email, and remote access tools, ensuring minimal downtime for sales and support staff.
- Manage user accounts, password resets, and group policy permissions for 800+ active directory accounts, maintaining strict security compliance.
- Upgrade stores' network equipment, facilitating SD-WAN management, VPN client connections for remote sales agents.

### Projects

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#### Personal Website | *HTML, CSS, JS, AWS*

- Built a visually appealing personal website using HTML, CSS, and JS and PHP
- Integrated a MySQL database for dynamic visitor message storage and management via contact form
- Deployed on an AWS EC2 instance using an Ubuntu OS with nginx web server, reducing load times and ensuring 99% uptime through system monitoring

#### Job Application Tracker | *React, Express, AWS, MySQL, Cloud & Server Management*

- Developed a dynamic job application tracker in React, allowing users to create and delete job applications they have submitted on their account.
- Implemented secure account creation using bcrypt password hashing, integrated with a MySQL database via an [Express.js](#) backend

#### Personal Server | *Debian, Samba, Tailscale*

- Deployed and configured a 2TB Debian-based NAS server for private file hosting and media storage across multiple devices and operating systems using Samba.
- Implemented Tailscale to enable secure, encrypted remote access to the NAS from 4+ personal devices and remote networks.
- Monitoring system performance, storage usage, and uptime logs via Linux CLI utilities and a web dashboard.
- Set up automated system backups and tested restore procedures to ensure 100% data availability and recovery readiness.