E M I L I A N O C A R R I Z O S A

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SUMMARY

With tenacity formed through 22 years in diverse customer service environments, from street vending to my current role as an Administrative Assistant in the Commissioner's Office of the NYC DSS, I bring integrity, work ethic, and morale to any organization looking to strengthen its team and achieve results. CompTIA A+ certified, with a B.A. in Computer Science from Hunter College (CUNY) and two years of in-person, front-line support for 200+ students, faculty, staff, and visitors a day. Troubleshoots computers, peripherals, and access-control systems, installs and configures hardware and software, documents every issue and resolution, and escalates with clear detail. Professional with end users at every level and ready to take initiative. Bilingual in English and Spanish.

TECHNICAL SKILLS

- **IT Support & Hardware:** Troubleshooting computers, peripherals, and access-control systems; hardware installation, setup, and repair (CompTIA A+); operating system and application installation; Windows 10 Enterprise deployment; macOS; Android; printers; user training
- **Foundational Knowledge (CompTIA A+):** Networking (TCP/IP, DNS, DHCP; wired and wireless; cabling); Windows 11; mobile devices; security best practices including phishing and MFA
- **Scripting & Systems:** PowerShell, Bash, Python, SQL, Git; Linux (Arch, Ubuntu), Windows 10 Enterprise, macOS; Microsoft Office including Excel; PostgreSQL, SQLite; endpoint hardening (firewall, VPN, disk encryption)
- **Documentation & Communication:** Technical documentation and handoff packages; accurate record keeping; professional communication with end users at every level; bilingual English and Spanish

EXPERIENCE

NYC Human Resources Administration / Dept. of Social Services, New York, NY **Sep 2026 – Present**

Administrative Assistant, Office of the Commissioner (hired through GoodTemps)

- Serve as the first point of contact for the Commissioner's Office and its executive and administrative offices, triaging, prioritizing, and routing every call, email, mail item, and visitor
- Follow established procedures, document issues, and escalate to the right person, keeping a professional demeanor with executives and visitors
- Handle confidential information with strict discretion and register guests in the building's visitor management software (COVE)

Hunter College, Department of Public Safety, New York, NY **Aug 2024 – Sep 2026**

Visitor Center Associate

- Provided in-person front-line support to 200+ students, faculty, staff, and visitors daily, communicating with users to identify, document, and resolve problems
- Operated and troubleshot the department's access-control systems (Andover Continuum PACS, EasyLobby), resolving digital ID and authorization issues and escalating complex problems
- Documented every issue and resolution and maintained accurate records across all departments

Family Street Vending Business, New York, NY **2004 – Present**

Street Vendor

- Served a diverse public daily from childhood, learning to read people, communicate clearly, and stay professional under pressure

PROJECTS

Hunter Visitors Center Training Simulator, Hunter College Public Safety **2026**

- Commissioned by Public Safety to independently build a digital training platform (Tauri, React, Rust, encrypted SQLite); presented it to senior leadership, including the CIO, and secured approval
- Deployed it to Windows 10 Enterprise workstations, resolved hardware-specific issues, trained staff, and gave IT a handoff document; it remains in use

Device Migration and Hardening, Independent Projects **Sep – Oct 2025**

- Migrated a workstation from Windows to Arch Linux with zero data loss and hardened it (default-deny firewall, VPN kill switch, LUKS encryption)

EDUCATION

Hunter College, City University of New York, B.A. in Computer Science | CompTIA A+ Certification June 2026

Relevant coursework: Operating Systems, Database Management, Computer Architecture, Software Analysis and Design