



Eduardo Cruz García

Computer Science Engineering

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Education

Computer Science Engineering, *CNCI Universidad Virtual*

06/2023 – Present | Toluca

- Cybersecurity Certification
- Python Certification
- JavaScript Certification

Computer Engineering, Universidad

Politécnica del Valle de Toluca 09/2018 – 05/2022 | Toluca

- TOEFL

Technical Skills

Languages and Tools:

- Python (Intermediate – Automation and GUIs)
- Java (Basic)
- JavaScript (Intermediate)
- HTML/CSS (Intermediate)

Systems and Databases:

- OS: Windows, Linux (Advanced), Android
- Git/GitHub (Actions) with GitKraken (Intermediate)
- SQL: MySQL/PostgreSQL (Intermediate)
- NoSQL: MongoDB (Basic)
- Technical Support and Virtualization (Advanced)

Professional Profile

Enthusiast in systems administration and technical support, with practical experience in configuring virtual servers, Python automation, and managing services in Windows and Linux environments. Passionate about designing reproducible, secure, and scalable solutions. Seeking opportunities to apply my methodical approach and continue growing in technical roles.

Professional Experience

IT Support Technician: World Lighting Technology Group, Toluca 07/2025 – 09/2025

- Developed 2 Python applications for data analysis and operations, automating workflows and reducing manual times by 25%.
- Collaborated in technical support and script debugging, contributing to team incident resolution.
- Provided on-site and remote technical support to users, installing and configuring software to optimize IT environments.
- Trained users on IT applications, improving tool adoption and reducing support queries by 20%.

Freelance Project: Independent Technical Support 08/2018 – Present

- Diagnosed and resolved over 50 technical incidents using data recovery tools and Linux (Debian), in hardware and software.
- Provided remote and in-person user support, applying open-source software and physical tools to minimize downtime.
- Managed Windows and Linux environments, focusing on quick and secure solutions.

Personal/Soft Skills

- **Leadership**
- **Teamwork**
- **Creativity**
- **Critical Thinking**
- **Empathy**
- **Conflict Resolution**
- **Adaptability**
- **Stress Management**
- **Effective Communication**
- **Self-Taught**
- **Problem Solving**

Certifications

Git Foundations – (06/2025 – Present) By
CodigoFacilito at PSI Platform

IT Specialist - JavaScript: (02/2025 -
Present) By Pearson

IT Specialist - Cibersecurity: (02/2025 -
Present) By Pearson

IT Specialist - Python: (02/2025 - Present)
By Pearson

Introduction to CyberSecurity — (01/2025 -
Present) By Cisco at netacad.com

Microsoft Certified: Azure Fundamentals –
(01/2022 – Present) By Microsoft at
learn.microsoft.com

High School Social Service: Technical Support IMIFE, Toluca, Mexico 04/2018 – 10/2018

- Verified and optimized network connectivity in institutional equipment, ensuring 95% uptime.
- Performed preventive and corrective maintenance on over 20 computer devices.
- Advised users and managed support tickets, improving operational efficiency

Personal Projects

Graphical Application for PATH Repair (Python)

09/2025 – Present

- Developed a Python GUI to detect and correct PATH environment variables in Windows and Linux, resolving recurrent issues in multi-OS setups.
- Applied best coding practices; ready for GitHub as an open-source tool.

Virtual Servers Configuration

08/2025 – Present

- Implemented two independent servers in VMs: Alma Linux for network testing and Ubuntu Server for web services, practicing virtualization and security hardening.
- Experimented with deployment and monitoring, applying cybersecurity concepts.

Scalable Project: CRUD Users

06/2025 – Present

- Integrated PostgreSQL for efficient queries in a user management app.
- Used Python with best practices in VS Code and PyCharm for scalability.

Personal Web Page (CódigoFacilito Course)

02/2025 – Present

- Built a portfolio with HTML, CSS/Sass, and JavaScript, focused on responsive design.

Languages

- Spanish (Native)
- English (Intermediate – TOEFL)

Enlaces

- <https://www.credly.com/users/eduardo-cruz-garcia.399bc9f6>
- <https://www.credly.com/users/eduardo-cruz-garcia>