

Ian Guadalupe Furlan

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Personal Statement

Computer Science graduate and current IT Technician with hands-on experience supporting enterprise and public-sector IT environments, including healthcare and government facilities such as hospitals, lottery operations, and Department of Treasury sites.

Education

B.S. in Computer Science, Interamerican University of Puerto Rico – Metropolitan Campus, GPA: 3.32

Professional Experience

IT Technician – FCH Puerto Rico

April 2026 – Present

- IT Technician providing enterprise-level support and infrastructure maintenance.
- Manage inventory records and support backup server operations

IT Technician – Truenorth Corporation

February 2025 – March 2026

- Co-led IT buildout and day-to-day support for a Tax Center site over a two-month period
- Resolved over 500 L1/L2 support tickets across multi-site enterprise environments
- Prioritized support tickets and projects by urgency, ensuring critical issues are handled first
- Documented IT procedures and device inventories to support troubleshooting and upgrades
- Performed network troubleshooting and switch port identification
- Supported on-premises security camera server (NVR) infrastructure, including camera connectivity, system availability, and basic troubleshooting
- Administered NFC-based access control systems, user profiles and door level access permissions
- Provided user account and access support using Microsoft Entra ID and Microsoft 365
- Supported user access and permissions management using an internal application for lottery operations, controlling user authorization and access to sales terminals across multiple branches
- Supported client configuration and troubleshooting of FortiGate VPN applications to enable secure remote connectivity

IT Internship – University of Puerto Rico, Humacao Campus

August 2024 – October 2024

Additional Skills

Programming / Tools: SQL (Microsoft SQL Server), C# (WinForms), Firebase

Languages: English (Fluent), Spanish (Fluent), Portuguese (Intermediate)

Certifications, Courses and Technical Projects

- Cybersecurity and HIPAA Workshop
- Personal Finance App and Inventory Management System (both in development)