

Jose Gonzalez

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EDUCATION

Southern New Hampshire University, Manchester, NH	TBD
<i>Pending Bachelor of Science (BS) in Cybersecurity in progress</i>	
Borough of Manhattan Community College, New York, NY	2001
<i>A.A.S. Degree in Computer Programming</i>	
Microsoft Business Solutions, New York, NY	1999
<i>Network Administration Power Course</i>	

PROFESSIONAL EXPERIENCE

Comcast, Western New England Region	2017 - 2023
<i>Engineering Project Coordinator/Project Manager</i>	
- Inclusive communication with stakeholders, team members, and business leaders ensure everyone is working towards the same goals, thus improving customer experience, and maintaining a top three spot in capacity operations throughout the Division. - Planning and scheduling project objectives and deliverables. 2019 ACE Award, program designed to recognize the very best of Comcast Tech Ops and Engineering employees.	
Comcast, Western New England Region	2007 - 2017
<i>Headend Installation Technician/Lead Technician</i>	
Performed backend infrastructure capacity upgrades and new installations throughout the Western New England Division, driving and improving customer experience.	
M&M COMMUNICATIONS INC., S. WINDSOR, CT	2001 - 2007
<i>Technician/Field Supervisor/Manager</i>	
Lead 30+ communications technicians and 3 field supervisors for COX Communications. Maintain high quality work standards. Daily work schedule assignment for all technicians and supervisors. The training and development of new technicians to prepare them to enter the field. Effectively manage elevated levels of customer contact and problem resolution.	
S.J. Carroll Jr., INC., BROOKLYN, NY	1996 - 2001
<i>Researcher/Assistant System Administrator</i>	
Aided in system administration tasks and had extensive interaction with various city and state agencies; ensured agency compliance—thus establishing an excellent rapport with my colleagues. My responsibilities also included the preliminary investigations, scheduling and follow-through research services provided for Personal Injury Attorney's, Title Insurance Agents, and Financial Institutions.	

PROJECTS & EXTRACURRICULAR

Project title	8/2023
Prompt Engineering for ChatGPT certificate. https://coursera.org/verify/LAWNZ63YUXSD	