

Orlando Cruz  
PO BOX 2160 Vega Alta, PR 00692. orlandocruzhe@yahoo.com. 787-367-7930.

## **Education**

- 2016 DBA, major in Management Information Systems, Universidad del Turabo, Gurabo, PR.
- 2006 MBA, Major in Management, Universidad Central de Bayamón, Bayamón, PR.
- 2002 BBA, Major in Computer Information Systems, Universidad Central de Bayamón, Bayamón, PR.

## **University Teaching Experience**

- 2019-Present      Engineering Department, Part-Time Instructor, Universidad Ana G. Mendez, Gurabo, PR.  
Teach Computer Programing (VBA, Visual Basic, C++), Digital Electronic for Computer, network, and server administrator classes to undergraduates, including practices in laboratory (up to 16 credit hours per term).
- 2018 - 2022      General and Business Department, Part-Time Instructor, NUC University, Caguas, PR.  
Teach Literacy computer Courses in the General Education and Computer Language Programing, Network, Analysis & Design of Systems and Web Design classes to undergraduates.
- 2016 - 2017      Computer Science Department, Part-Time Instructor, Universidad Interamericana de Puerto Rico, Bayamón, PR.  
Teach Computer Literacy course to undergraduates (1 course in 3 semester).
- 2016 - 2017      Information Systems Department, Full-Time Instructor, Instituto Tecnológico de Puerto Rico, Manati, PR.  
Teach Computer Literacy, Advanced Office Applications, Computer Repair and Server Administration Courses to undergraduates (one year contract, not renew because does not hold a certificate in the teaching position).

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## Related Professional Experience

2008 – 2016 Caribbean University, Bayamon, PR  
**Help Desk and Office 365 administrator (2010-2016)** Creation, synchronization, and maintenance of accounts in Active Directory and Office 365 (PowerShell). Support user on applications, Installation, setup of computer and Write manuals, provider Workshops and training.  
**IT Technician (2008-2010)** Installation, upgrades and maintenance of workstation and laptops, Support on applications and immediate response of troubleshoot.

## Publishing

### Other Publishing

2016 Dissertation "FACTORES QUE AFECTAN LA LÍNEA DE DESARROLLO DE PROFESIONALES DE TECNOLOGÍA DE INFORMACIÓN EN PUERTO RICO", UMI/ProQuest.

## Skill

### Educational and Soft Skill

- Statistic
- Data Mining
- Data Analyst
- Customer Service
- Research

### Technical

- Microsoft Office
- Widows Server
- Active Directory
- Group Policy
- DHCP
- DNS
- LDAP
- VLAN