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**Education**

**University of Texas Rio Grande Valley** Brownsville, TX

Bachelor’s of Computer Science Jan 2022 - May 2024

**Texas State Technical College** Harlingen, TX

Associates of Computer Science Jan 2014 - Dec 2020

**Microsoft IT Support Specialist Certification**  Oct 2024 – Jan 2025

**Work Experience**

**Spectrum:** 10/14/2025 - Current

**Field Sales/Technical Support Specialist**

* Installed and configured internet, cable, and voice services, ensuring proper connectivity and optimal system performance for residential and business clients.
* Diagnosed and repaired technical issues with routers, modems, and other network equipment, significantly reducing customer downtime.
* Performed signal testing and network troubleshooting to identify service interruptions, line noise, and hardware malfunctions.
* Upgraded and replaced outdated or faulty equipment, improving system reliability and customer satisfaction.
* Collaborated with backend support teams to resolve complex technical problems and ensure timely service restoration.
* Maintained detailed service logs, performed equipment audits, and managed on-site inventory to support operational efficiency.
* Provided clear technical guidance to customers, helping them understand their systems and avoid common issues.

**Skills Summary**

* Languages: Python, SQL, JAVA, C, C#, C++, RUBY, HTML
* Frameworks: Bootstrap, HTML, React, Rails
* Tools: PowerPoint, EXCEL, MySQL, SQLite
* Platforms: Visual Studio Code, PyCharm, Android Studio
* Soft Skills: People management, Excellent communication, Team-oriented