

ALBERTO FELICIANO COLÓN

HC 6 Box 65152, Camuy, Puerto Rico | Phone: 787-412-9352 | Email: betoafc@gmail.com

EDUCATIONAL TECHNOLOGY & INFORMATION SYSTEMS PROFESSIONAL

PROFESSIONAL SUMMARY

Fully bilingual (English/Spanish) Information Systems and Computer Science professional with experience supporting educational institutions through technology integration, information systems, technical support, reporting, user training, and technology-enabled process improvement.

Experienced working directly with faculty, administrative personnel, students, and families to support educational operations, technology adoption, and digital learning environments. Strong background in educational technology, information management, problem solving, and user support.

Passionate about helping educators and students leverage technology to improve learning outcomes, collaboration, creativity, and engagement.

CORE COMPETENCIES

Educational Technology

- Technology Integration
- Educational Technology Support
- Faculty Technology Training
- Student Technology Support
- Digital Learning Tools
- Technology Adoption
- User Training & Development
- Educational Information Systems

Information Technology

- Technical Support & Troubleshooting
- Windows Administration
- Ubuntu Linux Administration
- Network Troubleshooting
- Wireless Infrastructure Support
- User Account Administration
- Printer & Device Support
- Information Security Awareness

Data & Reporting

- Database Administration
 - SQL Reporting
 - Data Validation
 - Information Management
 - Microsoft Excel Reporting
 - Operational Reporting
-

PROFESSIONAL EXPERIENCE

Puerto Rico Christian School

Technology & Information Systems Specialist
2021 – Present

- Provide technology support to faculty, staff, students, and administrative personnel.
 - Train and assist users with educational and administrative technology platforms.
 - Support the implementation and effective use of technology resources throughout the school.
 - Troubleshoot hardware, software, connectivity, and user-access issues.
 - Maintain Windows and Linux-based systems supporting educational operations.
 - Generate reports and support information management processes.
 - Coordinate technology resources serving approximately 300 students and staff members.
 - Support network infrastructure, wireless connectivity, and technology operations.
 - Assist with technology-related initiatives that improve efficiency and organizational effectiveness.
 - Develop internal software solutions that support educational and administrative processes.
-

EDUCATION

Inter American University of Puerto Rico

Master of Science in Information Systems

Relevant Areas:

- Information Systems
- Systems Analysis
- Database Management
- Process Improvement
- Advanced Programming
- Information Technology

Inter American University of Puerto Rico

Bachelor of Science in Computer Science

Relevant Coursework:

Mathematics:

- Pre-Calculus
- Calculus I
- Linear Algebra
- Probability & Statistics
- Mathematical Reasoning

Computer Science:

- Programming
- Data Structures
- Operating Systems
- Networks
- Computer Architecture
- Database Systems

EDUCATIONAL TECHNOLOGY EXPERIENCE

- Faculty and Staff Technology Support
- Technology Training and Orientation
- Educational Information Systems
- Data Management and Reporting
- Technology Integration in School Operations

- Student Information Support
 - User Documentation and Process Improvement
-

TECHNOLOGY SKILLS

Operating Systems

- Windows 10 / 11
- Windows Server
- Ubuntu Linux

Applications

- Microsoft Office
- Google Workspace

Databases

- MySQL
- SQL

Development

- Python
- Django
- JavaScript
- HTML
- CSS
- Bootstrap

Infrastructure

- Ubiquiti UniFi
 - Fortinet
 - Wireless Networking
 - Network Troubleshooting
-

LANGUAGES

Spanish — Native

English — Fluent