FRANCISCO ALFARO

IT Support • Software Development • Security-Focused

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PROFESSIONAL SUMMARY

Computer Science graduate (B.S., 3.9 GPA) with 2+ years of IT support inside a Security Operations team, a Texas Level II security license, and hands-on software development. Troubleshoots systems and accounts, writes code and scripts to solve problems, built and deployed a full-stack app, and practices offensive security on TryHackMe. Clear communicator, fluent in English and Spanish, studying for CompTIA Security+.

RELEVANT SKILLS

IT Support & Systems: Help desk for a 100+ person building (20–50 requests a day), Active Directory provisioning, accounts, groups, onboarding and offboarding, password resets, Windows 11, Windows Server 2019, Mac OS, Microsoft 365, TCP/IP, DHCP, DNS, VPN, cabling and network configuration

Software Development: Python, JavaScript/TypeScript, React and React Native, Java/Spring Boot, C#/.NET, C++/C, PHP, PowerShell, REST APIs, webhooks, SQL Server and PostgreSQL, Git/GitHub, unit and integration testing, secure coding, Postman

Security: TryHackMe labs, Nmap, Gobuster, Burp Suite, Kali Linux and command-line tools, CompTIA Security+ (in progress), compliance documentation, handling confidential information, Texas Level II Unarmed Security License

Communication & Tools: Clear written and verbal communication, technical documentation, Microsoft 365, Excel (intermediate), Jira (personal projects), Claude and Copilot used with review, typing 50+ WPM, English and Spanish

PROFESSIONAL EXPERIENCE

IT Helpdesk Support (within Security Operations) | Wells Fargo Bank, Houston, TX

2023 – 2025

• First point of contact for a 100+ person building: handled 20–50 employee requests a day, resolving what I could and routing the rest with clear notes.

• Provisioned account and badge access in Active Directory, including onboarding and offboarding steps.

• Wrote a script that searches records by keyword and name (run in reverse to find matches faster) to locate a user who did not appear in AD, so access could be set up quickly.

• Documented every case accurately under institutional compliance standards and followed written procedures.

Security Officer / Technical Asset Lead | United Protective Services

2023 – 2025

• Supported 20–30 staff at the main office, handling cabling and network configuration alongside security duties.

• Created accounts, reset passwords, and managed access in a Microsoft/Active Directory environment; documented all interactions and follow-ups.

• Stayed calm and courteous with the public in tense situations and coordinated with police when needed; worked rotating shifts, including nights and weekends, with consistent reliability.

Software Development Lead | University of Houston – Downtown

2022

• Built a Shopify-style online store web application (JavaScript, React, and CSS front end, with C++ handling back-end algorithms and performance) where users can browse and shop.

• Set up and troubleshot systems for end users and kept structured documentation.

PERSONAL PROJECT

Axiel (axiel-monetary.vercel.app) — Solo-built envelope-budgeting app for web and Android, deployed on Vercel and in active development.

• Links bank accounts read-only through Plaid, receives updates with webhooks and a REST API, and stores data in PostgreSQL (Supabase); bank credentials are never stored on its servers.

• Designed the savings algorithm that uses a person's spending patterns to recommend how much they can save, keeping it algorithmic, fast, and scalable.

EDUCATION & CERTIFICATIONS

University of Houston – Downtown | Bachelor of Science in Computer Science | GPA: 3.9

Google IT Support Professional Certificate | Networking, Active Directory, System Administration, and Technical Support.