Aaron Rivera

Skills

**Databases:**

Oracle, MySQL, MS SQL Server, PL/SQL, IBM Cognos

**Languages:**

VB.NET, C, C#, Objective C, Swift, JavaScript, HTML5, jQuery, AngularJS, CSS

**Software:**

Office, Visio, Code Source control, Oracle Stellent (ECM), SharePoint, Visual Studio, Git

**OS’s:**

Windows, MAC OS, iOs, Android

**Web:**

WFC, RESTFul

**Awards:**

Commitment to Excellence 2008, Employee of the Year 2009

**Certifications:**

Scrum Master

**Volunteer work:**

Denver Colorado AIDS Project

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Summary

Bilingual software developer/business analyst with experience in the financial field. I’ve saved my previous company millions of dollars by implementing a new software system that reduced the handle time of each call. I was awarded employee of the year for proactively replacing research tools used by call center representatives, which was outside of my normal job duties. I’m eager to tackle more challenges through creative software development that help my next company grow and thrive.

Experience

**MG International**

**| Lakewood, CO**

Product Operations 2010 – 2015

* Coordinated the integration of 11 major world banks systems with our mainframe to gain access to the U.S. market.
* Documented the implementation plan and delegated activities to 5+ teams from our company and banks overseas.
* Developed an ADHOC report tool that saved company hundreds of dollars in licenses and reduced call center handle time.
* Ran complex queries and reports for management on a daily basis and was in charge of creating department report at the end of each month.

Express Payment Operations 2009 – 2010

* Created and maintained the knowledge website accessed by 1000+ customer service representatives.
* Developed a solution to address about 10,000+ biller complaints and searches per day that were previously done manually.
* Interacted with 2,000+ billers to communicate updates, betas and system changes.

IT Support 2007 – 2009

* Handled 250+ calls a day supporting agents with software and hardware issues.
* Helped to improve and document 1,000+ processes and procedures.

Education

**SeedPaths | Denver, CO** 2015

* 8 week Intensive software development boot camp focused on teaching object-oriented programming and web development

**About Objects | Boulder, CO** 2013

* 4 week Apple mobile development boot camp

**UTEP | El Paso, TX**  2004

* Earned a B.S. in Computer Science

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References

**Rick Garcia**

* Colorado Health Network
* Case Manager and Volunteer Coordinator
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**Eric Fowler**

* Support Instructor at SeedPaths
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**Billy Hart**

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