

JUAN RODRIGUEZ RODRIGUEZ

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Address 100 Ave Borinquen - Aguadilla, Puerto Rico 00603

Citizenship U.S.

Availability Permanent, Full Time

Veteran Status None

INFORMATION TECHNOLOGY

Recent graduate with a Bachelor's degree in Computer Science and a strong foundation in software development, network administration, and cybersecurity. Proven ability to apply classroom learning to real-world challenges through internships and academic projects. Seeking to leverage technical skills and academic knowledge to contribute to federal IT initiatives and secure a position as an IT Specialist with the Internal Revenue Service.

KEY COMPETENCIES

Database Management

Software Development

Object Oriented Programming

Programming Languages:

Java, Javascript, Python, C, C++,

HTML, CSS, PHP, SQL, SQLite

Bilingual

IT Support

O/S Management

PROFESSIONAL EXPERIENCE

Web Developer Intern

January 2024 - Present

Universidad de Puerto Rico Aguadilla

Developed a comprehensive departmental website, focusing on the implementation of dynamic pages to optimize efficiency and user experience. Maintained clear and consistent communication with project stakeholders, ensuring their requirements and feedback were integrated throughout the development process. My role encompasses every aspect of website development, from initial concept design through to deployment, including coding with HTML, PHP & CSS, testing, and user experience optimization.

Senior Call Center Agent

July 2023 - Present

Capitol Bridge

Salary: \$24,960 Hours/Week: 40

As a dedicated Senior Call Center Agent at Capitol Bridge, I excel in a dynamic and fast-paced environment, managing both inbound and outbound calls with efficiency and professionalism. My role involves providing comprehensive support to veterans, utilizing advanced software tools for effective account management and information processing.

Call Center Representative

April 2023 - July 2023

LinkActiv - Triple-S

Salary: \$19,200 Hours/Week: 40

Demonstrated excellent communication skills, both verbal and written, to effectively interact with diverse clientele and team members. Employed problem-solving skills to troubleshoot and resolve customer issues promptly, ensuring customer satisfaction while maintaining quality service standards.

Sous Chef

May 2022- April 2023

Jibaro del Olimpo

Salary: \$17,280 Hours/Week: 40

As a Sous Chef specialized in Greek and Puerto Rican cuisine, I have significantly contributed to menu development and kitchen management at a fusion restaurant. I supervised inventory management to reduce waste, and maintained high standards during peak service times. I established strong supplier relationships to ensure ingredient quality and managed catering services, increasing bookings by 30%.

Head Chef**March 2021- May 2022****Roof Top Aguadilla****Salary: \$12,000 Hours/Week: 50**

As a Head Chef, I have demonstrated leadership and culinary expertise in overseeing the kitchen operations of a renowned dining establishment. My role encompasses menu creation, ingredient selection, and kitchen staff management. I excel in crafting innovative dishes that balance quality with cost-efficiency, often receiving high praise from patrons and reviewers alike.

Line Cook**January 2019 - March 2021****Pancake Bistro & ByCheff****Hours/Week: 40**

As a Line Cook with experience in two diverse restaurants, I have honed my culinary skills and ability to thrive in fast-paced environments. In both settings, I was responsible for preparing high-quality dishes under tight deadlines, following recipes accurately while also adapting to menu changes. I collaborated closely with other kitchen staff to ensure seamless food preparation and service.

Maintenance**February 2017- January 2019****Rompe Olas****Hours/Week: 40**

As a Maintenance Cleaner in a bustling restaurant, I have been instrumental in maintaining the highest standards of cleanliness and hygiene. My responsibilities include the thorough cleaning of the kitchen, dining areas, and restrooms, ensuring all surfaces are sanitized and presentable at all times. I efficiently manage waste disposal, restock hygiene supplies, and conduct regular inspections to comply with health and safety regulations. My proactive approach has contributed to the restaurant's reputation for cleanliness, significantly enhancing customer satisfaction and adherence to health standards.

RELATIVE COURSEWORK**Data Bases**

Problem solving analysis with abstract data types. Application of linear and nonlinear data structures and data handling techniques, such as: recursive processes and search and ordering algorithms. Analysis of the efficiency of algorithms

Software Engineering

Analysis of the stages of software development with emphasis on project management and requirements engineering. Comparison of models of development and application of Object Oriented model with UML.

Computer Security

Analysis of the foundations for detecting risks and threats against systems computational. Evaluation of the vulnerability of computer systems. Application of controls and protection methods in safe and reliable operation in an information system.

Teleprocessing and Networking

Communication concepts, classification, topology, analysis, design, implementation, Network security for data communication and communication architecture including the OSI model. Communication protocols and distributed processing. Evaluation of network equipment and programs that are highly accepted in the market.

Systems Development and Implementation

This course provides a comprehensive overview of the methodologies and practices involved in the development and implementation of information systems. Students will learn about the entire systems development life cycle (SDLC), from initial concept through analysis, design, implementation, and maintenance.

EDUCATION & CERTIFICATIONS

BS of Computer Science - May 2024

Universidad Interamericana - Recinto Aguadilla, PR

Repair and Maintenance of Generators and Electric Inverters - May 2024

Universidad de Puerto Rico Aguadilla

JavaScript Algorithms and Data Structures Certificate - February 2024

REFERENCES

Cassandra Wells

Capitol Bridge Manager

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