Christian Flores

OBJECTIVE

I am a motivated software full stack developer student from the University of Miami, seeking an opportunity as a software developer or engineer within an established organization or company. I am a driven individual with skills and expertise in the designing, planning, and maintenance of software programs, I wish to work with a diverse team that works towards contributing to the company's vision and goals.

SKILLS

- HTML
- CSS
- REACT
- JAVASCRIPT
- NODE.JS
- EXPRESS.JS
- MYSQL
- HEROKU

EDUCATION

University of Miami Full Stack Coding Bootcamp (June 2023 - Nov 2023)

United States Air Force Basic Training/METC (Aug 2015 - March 2016)

Hillsborough Highschool (Highschool Diploma 2014)

CONTACT

813.777.1553

floresc712@yahoo.com

WEBSITE

github.com/AmbitiousFlo

EXPERIENCE

JAN 2020 – JAN 2023
US DISTRICT COURTS | IT SUPPORT SPECIALIST | TAMPA, FL

Provided prompt and effective technical assistance to judges, court staff, and external stakeholders, resolving hardware and software issues to minimize downtime and maximize productivity. Conducted regular maintenance and troubleshooting of computer hardware, printers, and other peripherals, ensuring optimal functionality. Managed software installations and updates, ensuring that all systems were up to date with the latest security patches and features. Assisted in the configuration and maintenance of local area networks (LANs) and ensured network connectivity for all court users. Successfully rolled out Cisco phone systems, ensuring efficient communication capabilities for court personnel, including configuration, user training, and ongoing support. Implemented and enforced security protocols and procedures to safeguard sensitive court data and ensure compliance with federal regulations. Provided remote technical support to off-site court personnel, ensuring uninterrupted access to essential resources. Maintained detailed records of support requests, solutions provided, and equipment inventory, ensuring efficient tracking and accountability. Conducted training sessions and workshops to enhance end-users' technical proficiency and security awareness. Collaborated with IT colleagues to identify and implement process improvements, system enhancements, and cost-effective solutions. Responded promptly to critical IT incidents and participated in disaster recovery planning and execution. Managed relationships with external IT vendors and suppliers, ensuring timely procurement of hardware and software. Successfully rolled out Apple device updates and devices twice annually, as well as leading the migration of 3 iPhone, iPad, and MacBook generations for federal judges. Successfully led the transition from Windows 10 to Windows 11, ensuring all court systems were up-to-date and compliant with security standards. Played a key role in achieving and maintaining compliance with federal IT security regulations, resulting in zero security breaches during my tenure. Received recognition from the court administration for exceptional problem-solving skills and dedication to delivering top-notch IT support services.

MAY 2016 – JAN 2020
CHARTER COMMUNICATIONS | SERVICE TECHNICIAN II | TAMPA, FL

Traveling to customers' and clients' homes in company vehicle to install and troubleshoot cable, internet, and/or phone services, including but not limited to customer support for internet installation and desktop support for Spectrum clients. Communicating with customers to determine issues with their services. Diagnosing and correcting issues with services at customers' homes/via phone. Educating customers on how to work with the company's products. I worked with numerous tools and pieces of technical equipment to complete the necessary job at hand, including using a company phone and tablet. Selling upgraded internet speeds/internet packages. Persistent with my growth within the company, from working my way up as a Service Technician I (2016) to a Service Technician II (2018).

JUNE 2015 – JAN 2020
AIR FORCE | HEALTH SERVICES MANAGEMENT | MACDILL AF BASE, FL

Performs and directs patient management functions. Interprets communications, directives, and publications. Coordinates release of information functions. Prepares health record copies. Prepares files, safeguards, transfers, and retires health records. Maintains patient locator and suspense files. Prepares, codes, and transmits clinical record cover sheets. Transcribes daily information onto charts. Transcribes physicians' orders, and prepares requests for diagnostic tests, consultations, and referrals. Performs functions to admit, discharge, and transfer patients. Compiles information and prepares reports, graphs, and charts on bed occupancy, staffing, dental health, medical care from civilian sources, and professional activities.