

Armando Murillo

Highly proficient FullStack Software Developer offering an extensive background in problem solving, client relations, unit testing, and object oriented programming.

Billtrust, Sr. Customer Support Specialist

Denver, CO August 2018- present

- Python Script SME: Designed training course to educate on key programming concepts and the feasible application on the Billing and Payments Platform for CS team.
- GMC/AST SME: Coordinate with different teams to identify process improvement and work on escalation issue. Also, retain in depth knowledge of complex topics and train other team members.
- Executed database queries with advanced knowledge of the Billing and Payment DB schema.
- Write DMLs to update or insert data into the database when needed.
- Mentored new team members on technical topics and overall knowledge progression.
- Gonged: I was gonged by my manager in January 2020 for leading Python training for CS team and handling of a Production Issue.
- Member of the Transition team: Managed new customer as after Implementation to identify any trends or possible issues.
- Promoted to Sr level after 1.3 months on the Billing and Payment Team.
- Participated in Billtrust Peer Connect to Shadow Senior Development to increase knowledge and plan a transition into Development.

Advanced Technology Services, IT Production Analyst

Peoria, IL September 2015- July 2018

- Handled help-desk tickets ranging from networking, printer configuration, IP management, and account management in Active Directory for Windows 7/10 devices.
- Assisted customers with new equipment by following established ordering procedures and ticket tracking in ServiceNow and Remedy.
- Achieved customer cost savings of \$92,000 in 2017 by remedying errors in billing process using detail orientation and analytical skills.
- Utilized Active Directory to add new users and with proper permissions.
- Creation and maintaining process, training and onboarding documentation.
- Provided assistance to customers and vendors, including follow-ups with reconciliation reports.
- Managed over 4000+ HP devices on behalf of Caterpillar across continental United States.

Advanced Technology Services, IT On-site Administrator

Peoria, IL March 2015 - September 2015

- Delivered First-level support remotely and On-site.
- Utilized REMEDY to monitor in coming tickets and track SLA's.
- Map customer sites, inventory hardware; deployed and surplus.
- Coordinated with break/fix technicians on repairs
- Deployed and removed hardware.

Illinois Central College

Associates Degree: Computer Programming and Database Development

2016- 2018

Southern Illinois University Carbondale

Major: Computer Science

2011- 2014

1770 Broadway, APT 1308

Denver, CO 80202

(618)713-4098

Amurillo@billtust.com

[Portfolio Site](#)

LANGUAGES

Programming

C#, Java, C++, VB, Python, SQL,
Unix Shell

Web Coding

HTML/CSS, PHP, JavaScript,
ReactJS, Angular

DATABASES

Microsoft SQL Server, SQLyog,

MySql

Microsoft Access

APPLICATIONS

Web Services

Firebase, AWS

IDE

NetBeans, Visual Studio, VSCode

PLATFORMS

Windows 7, Windows 10, Linux/Unix

SOFT SKILLS

Business Continuity

Object Oriented Programming

Debugging

Mathematical Aptitude

Proficiency

Strong background in Internet-

Technology

Interface design and

Implementation

SLA Tracking

Efficient multitasker

Leadership skills