Armando Murillo

1770 Broadway, APT 1308
Denver, CO 80202
(618)713-4098
Armando.A.Murillo88@gmail.com

Highly proficient Software Engineer offering an extensive background in problem solving, debugging, client relations, customer service, and object oriented programming.

Billtrust, Sr. Software 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.
- Member of the Billtrust DLC team: Designed and rolled code in HTML/CSS and PHP on internal web applications. Also participated in quarterly Hackathons
- Executed database queries with advanced knowledge of the Billing and Payment DB schema.
- Provided third tier technical support to clients while coordinated with Development, Implementations, Project Management, Professional Services and Client Sales.
- Roll code with version control software (SVN)
- Mentored new team members and lead training course on all aspects of the Billtrust Billing and Payments Platform

Freelance Web Developer

Denver, CO November 2019- present
- Developed and designed interactive web site utilizing HTML/CSS, PHP and JavaScript.
- Increased site traffic with competent SEO stagey.

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

.

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

LANGUAGES

Programming
  C#, Java, C++, VB, Python
Web Coding
  HTML/CSS, PHP, JavaScript, MySQL
Other
  SQL, Powershell

DATABASES

Microsoft SQL Server, SQLyog, Microsoft Access

APPLICATIONS

Proficient
  Visual Studio, Active Directory, Office 365, FTP Clients
CRM
  Salesforce, JIRA

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