Andre Santiago

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Portfolio | GitHub | LinkedIn

INFORMATION TECHNOLOGY AND COMPUTER SCIENCE

Organized and dependable candidate, successful at managing multiple priorities with a positive attitude. Proven to have customer service and project management abilities. Able to work well with people in team-oriented effort to find solutions. Willingness to take on added responsibilities to meet professional goals.

SKILLS

Systems: Windows 10/Server, Unix/Linux, DNS and DHCP, LAN and WAN configuration.

Tech: VS Code, Git, Docker, Cloud services, VirtualBox VM, MS Office.

Web Development: HTML, SCSS, JavaScript, BootStrap, Node JS, React JS.

PROJECTS

Superpower REST API
Website, GitHub
- Created a simple REST API which stores names and descriptions of bad superpowers.
- Tested CRUD endpoints with VS Code REST client extension.
- Used: NodeJS, ExpressJS

Crypto Tracker API
Website, GitHub
- Built a web app which displays crypto currency stock information using the CoinGecko API.
- Used: React JS, Axios

Live Chat App
Website, GitHub
- Built a chat app that enables live communication between users in different rooms.
- Used: NodeJS, ExpressJS, Socket.io

EDUCATION

I.T. Systems Administrator Program | MyComputerCareer | November 2020

EXPERIENCE

Senior Operations Associate ~ *Dell Technologies*   **August 2020 to August 2021**
- Integrated server hardware and software, resolving any issues with productive troubleshooting.
- Utilized Microsoft Excel and SAP for enterprise resource planning and processing data tables for effective organization.
- Assembled, analyzed, and tested multiple product lines for RAID storage servers.
- Managed order prioritization and inventory distribution to produce improved results.

- Identified means to increase productivity by providing conducting performances analyses and improving resource allocation.

Operations Associate ~ *Lifetime Fitness Inc*   **July 2018 to March 2020**
- Maintained a sanitized and healthy environment for employees and customers.
- Provided excellent customer service on front desk and over the phone for various inquiries.
- Drove company sales with successful marketing tactics.
- Maintained a positive and friendly atmosphere.

Customer Service Associate ~ *Walgreens Inc*   **July 2017 to June 2018**
- Provided excellent customer service in a high-volume environment.
- Resolved customer complaints in a professional manner while prioritizing customer satisfaction.
- Facilitated communication between customers and different service branches.
- Shared best practices for sales and customer service with team members to improve store efficiency.