

Ricardo N Feliciano

Website: <http://FelicianoTech.com>
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SKILLSET

Java	MySQL/MariaDB	Apache / Nginx	JSON	Virtualization / Xen
Python	Unix Systems	Drupal / WordPress	HTML5/ XHTML / CSS3	C++
JavaScript	UI / UX Design	jQuery	TCP/IP Architecture	PHP

WORK EXPERIENCE

Linode, LLC

November 2013 — Present

Developer Evangelist (January 2015)

- created the developer evangelist position at Linode
- created and roadmapped the new Linode Community Site (not yet public)
- attended and/or coordinated over 20 conferences, hackathons, meetups and speaking opportunities
- served as a mentor in every hackathon attended

Senior Customer Support Specialist (September 2014)

- carryout duties of a Customer Support Specialist
- supervise up to 12 Support Team members
- handle escalated interactions with customers creating a mutually beneficial solution between customer interest and management policies
- provide representation and mentorship at nationwide conferences such as DrupalCon Austin, HackPrinceton

Customer Support Specialist (November 2013)

- provide technical support via phone, email, and tickets for in-house software and infrastructure
- deliver system admin support for LAMP stacks, high availability solutions
- conduct pre-sales, billing for overall customer base
- ran quality assurance testing on the Linode website, Android App, and customer portal
- develop knowledgebase documentation based on user feedback, request, and common practices

United States Navy

April 2011 — Present

Information Systems Technician, E5/PO2 (reserve component)

- design, install, operate and maintain state-of-the-art information systems including local and wide area networks, mainframe, mini and microcomputer systems and associated peripheral devices
- write programs to handle the collection, manipulation and distribution of data for a wide variety of applications and requirements
- perform the functions of a computer system analyst for over 20 Naval vessels and 40 shore commands
- operate and coordinate more than 5 telecommunication systems on board including automated networks and the full spectrum of data links and circuits
- apply diagnostic, corrective and recovery techniques to all facets of the integrated information systems
- maintain all necessary logs, files and publications at the communications center
- lead peers and subordinates in training, operational, and administrative task in support of Navy Information Operations Command Norfolk

Revidian Enterprises

August 2008 — Present

Freelance

- designed a modern web-based event and project management system piloted in NYU Stern School of Business. Programmed every aspect of the application in conjunction with the President of the Community Council at NYU as well as with feedback from over 20 clubs
- design and develop over 30 websites using Drupal, WordPress, and custom coded content management systems.
- regularly work with PHP, MySQL, XHTML/HTML5, CSS, JavaScript, and Ajax technologies
- regularly work with Gimp, Inkscape, and Linux system tools
- portfolio work available upon request

EDUCATION / QUALIFICATIONS

September 2005 — December 2008

The Bronx High School of Science
Advanced Regents Diploma from Richmond Hill High School

- Microsoft Certified Professional (XP)
- CompTIA A+, Security+, and Network+ certified