Edwin Rivera

352-242-8683
eddev5563@gmail.com
https://www.linkedin.com/in/edwin-rivera-50ab0142/

Summary of Qualifications

- 10 years experience in customer service
- 4Years of over phone tech support
- 1+ years experience Frontend/Backend.

Skills

- Html, Css, Javascript, Jquery
- Bootstrap, Materialize, MDBootstrap
- MEAN Stack, AngularJS, MongoDB, Mongoose
- Over phone tech support experience

Education

UCF Frontend development Bootcamp
Completion Certificate March 2017

Everest University, Orlando, FL
Graduated with Associates in Science for Computer Information Science

Professional Experience

Jan 2015 - Nov 2017
Rockwell Automation, Orlando, FL
Firstline Tech Support Engineer

- FirstLine tech support for Rockwell Automation Software products
- Activations/ Installations of the widely used Activation Manager for Rockwell software
- Proper Installation of Factorytalk View Studio for Machine Edition & SQL installation
- Industrial Computers Engineer, Assistance with over the phone repairs and product distribution
- Training Advisor group, Assisted with training programs for employees.
- Kept average RPH at 50+ (40 average) and call times at 2:30 - 5:00 mins