

Gerald Vallejos

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Education

Software Development Associate Degree

May 2024

Fox Valley Technical College | Appleton, WI

- GPA 3.94 | Dean's List: Fall 2022, Spring 2023
- Member of Phi Theta Kappa Academic Honor Society

Professional Skills

- Windows, Mac, Linux
- MS Office Suite
- APIs
- Active Directory and SCCM.
- Hardware and software troubleshooting.
- Software Development: Visual Studio, ASP.NET, C#, LINQ, Android Studio and Java, HTML, CSS, JavaScript fundamentals, Bootstrap, Entity Framework, Database First and Code First, Object Oriented Programming.
- SQL Server Development: queries, joins, stored procedures, views and more.
- Version Control: Git, Bitbucket, Azure
- Languages: English (Fluent), Spanish (fluent)
- Agile Development

Work Experience

Desktop Support Analyst Intern

January 2024 -May

Bellin Health | Green Bay, WI

- Provided support for IT related incidents and requests including printers, thin clients, laptops, scanners, monitors, and workstations.
- Imaged workstations, laptops, and thin clients.
- Used automated tools with PowerShell and Windows Forms to provide support to Bellin devices.
- Organized and kept track of assets inventory by using Microsoft Excel.
- Assisted with computer swaps and performed data backups.
- Added group policies to objects when needed.

Peer Leader - Admission Center

February 2023 – February 2024

Fox Valley Technical College | Appleton, WI

- Efficiently managed student data using Microsoft Dynamics 365 CRM.
- Coordinated appointments through Microsoft Bookings, ensuring accuracy and timeliness.
- Assisted students with admissions and registration via phone and email.
- Conducted engaging campus tours for prospective students, highlighting FVTC's educational benefits.

Patient Contact Analyst

February 2022 – May 2022

3M | Costa Rica

- Updated and maintained patient records using Microsoft Access Databases.
- Effectively handled inbound and outbound calls (averaging 52 per day) with patients, health agencies, and doctor's offices.
- Utilized Microsoft Access Database to track and request returns of medical rental units.
- Prioritized patient data security, adhering to strict HIPAA protocols.

Digital Marketing Operations Intern

September 2021 – December 2021

3M | Costa Rica

- Submitted IT request tickets via Salesforce Ticketing System.
- Conducted accurate data entry tasks in Microsoft Excel.
- Tracked team metrics on Microsoft Excel to generate performance reports.
- Enhanced operational procedures by updating playbooks.