

Jorge Velez

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Computer Scientist

Technical Support Representative

May 2023 – Sep 2023

Computer Generated Solutions

Remote - Tampa, Florida

- Take incoming calls from on-field techs to assist them during installations, this would entail running commands on certain applications and websites.
- Troubleshoot along with the technician to diagnose errors that would occur during installation.
- Document steps that were taken while engaged with the technician.

Front End Developer / Software Support

Feb 2021 – Nov 2021

Brand Institute

Remote - Florida

- Create web pages using various frameworks including Blazor, Angular, jQuery, and ASP/ASP.net.
- Manage surveys from web pages through usage of SQL queries and stored procedures.
- Communicate with the data entry team to create tools to enhance work proficiency.
- Technologies used: C++, C#, HTML, JavaScript, CSS, PHP, Typescript, SQL Server Management, Visual Studio.

Information Technology internship

Oct 2020 – Nov 2020

Interamerican University of Puerto Rico

San Juan, Puerto Rico

- Fix old faculty hardware or salvage spare computer parts.
- Assist students and faculty with their online accounts.
- Set up new faculty hardware (laptops and desktops) with the company software and employee credentials before handoff.

Data Entry / Quality Assurance

May 2022 – Oct 2022

Ecoval

Remote – San Juan

- Compare documents in their physical form to a Microsoft Excel spreadsheet to ensure everything is correct or enter new data.
- Switched to Quality Assurance Team Leader, overseeing a group of Data Entry employees and making sure their work met company standards.
- Train new team members.

Delivery Driver

Oct 2021 - Current

DoorDash

Remote – San Juan

- Used the DoorDash app to set availability, accept deliveries and locate customers
- Delivered orders while complying with DoorDash's customer service and food hygiene policies

EDUCATION

Universidad Interamericana de Puerto Rico – Recinto Metro

Nov 2020

Bachelors in Science, Computer Science

San Juan, Puerto Rico

SKILLS

Skills: Web Development, Application Development, Game Development, Microsoft SQL, Microsoft Office, Bilingual(Spanish and English), Communicative, Organized, Customer Service, Visual Studio, Unreal Engine.