KEVIN ARELLANO

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EMPLOYMENT

Technical Support Specialist	DecoNetwork	Dec 2020 - Present

- Troubleshoot technical issues on client's site via Ruby on Rails platform.
- Zendesk as a ticketing system for all documentation.
- Utilize Atlassian platform for Jira custom programming development integration.
- Version control and platform update testing before worldwide push.
- Help documentation/video management.
- International support for multiple languages.

Technical Support Specialist	Stratix Corporation	Jun 2020 - Nov 2020 Contract

- Specialized in commercial tablet support for major corporations; AA, EHI, AHold, and Delta Airlines.
- Qualified in remote access for time sensitive troubleshooting and pleasant experience for users.
- Managed Mobicontrol software utilization for device setup and configuration.
- Maintained uploaded technical files for flight attendants and compiled downloaded log files for debugging.
- Integrated ServiceNow platform as a ticketing system.
- Validated iTrac365 database for device specification lookup.
- Operated Workspace ONE VMware platform for Delta specific devices.
- Verified Runbooks for knowledge base documentation for most updated processes and solutions.
- Tested Five9 phone application with daily usage.
- Authenticated AnyConnect VPN support specialist.

Software Developer	PBD Worldwide	Nov 2015 - Jun 2020

- Installation, configuration and deployment of ConnectShip Shipping Application.
- Engineered and programmed in Visual Basic Script for both automation and shipping structure.
- Implemented XML Client email template management along with migration.
- Lead development of QuickBase Application per request.
- Configured Windows Administrator User setup for new hires.
- Inspection of Software installation and Hardware integrity.
- Management of emails and phone calls escalations per technical support/help desk.
- Assisted 100+ Clients as translator, teaching and developing efficiency.
- SmartReports integration and app creation.
- EasyAccess implementation and trainer.

TECHNICAL EXPERIENCE

DecoNetwork

- 2020 - Ruby on Rails programming and support.

PBD Worldwide

- 2019 - XML template and documentation for client emails.
- 2019 - Connectship documentation and reformation of shipping script.
- 2016 - Automation of order imports and check processing saving 15% of time.

Miscellaneous

- Present - Recreating all prior projects and hosting on Netlify.
- 2014 - Compile PHP website and VB.Net to import Google Sheet data (.csv) into the program and print on templates.
- 2012 - Create a simple banking program in python.

SKILLS

Front End Development

- HTML5; CSS; Bootstrap; Javascript; ReactJS; VueJS; Angular; Django; Python; VB.Net

Back End Development

- Netlify; AWS; API; PHP; XML; NoSQL; SQL; MySQL; Oracle; J2EE; GraphQL; Azure; GitHub; BitBucket;

Miscellaneous

- Fluent in Spanish and English; Intermediate in Portugues and French; Learning Japanese;

EDUCATION

Computer Programming / Software Development	**ITT Technical Institute**	**Jun 2012 - Jul 2014**

- GPA – 3.8.
- Certificate of Maqetta.