

Daniel Rodriguez II

It Support | Southern California, CA, USA | bayglory@yahoo.com | kinglycode.github.io/ | linkedin.com/in/daniel-rodriguez-ii | github.com/KinglyCode

About

IT Support specialist with a background in software engineering and technical support, leveraging hands-on experience in troubleshooting hardware and software issues. Successfully enhanced customer satisfaction through effective problem resolution and process optimization. Proficient in various technologies, including POS systems and Agile methodologies, with a strong foundation in video game development.

Work Experience

General Assembly Online

Software Engineer

Sep '22 - Dec '22

- Completed a rigorous 12-week, 450+ hour Full-stack Software Engineering Immersive program.
- Gained expertise in product development fundamentals, object-oriented programming, and MVC frameworks.
- Developed a diverse portfolio of individual and group projects.

Big 5 Sporting Goods

Technical Support Technician

Riverside, CA

Oct '20 - Mar '22

- Conducted thorough research to address customer concerns and resolve product-related issues.
- Provided end-user support for software, hardware, and network standards.
- Implemented solutions for operations issues with POS systems and registers.

Infinity Ward

QA Tester

Woodland Hills, CA

Aug '16 - Aug '17

- Escalated issues discovered during QA testing to QA Lead, facilitating rapid resolution by supplying detailed information on fault parameters and replicability.
- Identified and evaluated recurring problems in video game tests, producing detailed documentation of issues for amelioration efforts.

Disney Interactive Media Group

QA Engineer

Glendale, CA

Mar '15 - Aug '16

- Debugged code and located root causes of problems by reviewing configuration files and logs.
- Produced and maintained consistent technical documentation using Agile.
- Worked with the software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- QA Tester

Education

GENERAL ASSEMBLY

Software Engineering Immersive Program | Software Engineering Immersive Program

Dec '22

Ancora Corporate Training

Certificate of Completion: Information Technology | Certificate of Completion: Information Technology

Nov '19

Skills

Active Directory · DNS · Hardware Installation · Help Desk Support · Linux OS · Linux OS · Microsoft Exchange · Office 365 · PowerShell · Remote Desktop · Software Installation · TCP/IP · Ticketing Systems · VMware