

# Robert Valladares

Name: Robert Valladares  
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US Citizen

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## Experience

### Universal Studios Florida

Orlando, FL

#### Data Mining and Reporting Specialist

August 2009 – December 2013

- Implemented process automation to collect, analyze and present KPI reports to theme park management
- Developed, deployed and supported executable MS Access and Excel applications
- Automated contract date enforcement and purchase reservation completion, resulting in reduced expenses and improved guest experience.

#### Group Sales Coordinator

August 2006 – August 2009

Top sales agent for 2008 & 2009

## Skills

### Languages

English, Spanish - written and oral.

### Computer

- Advance knowledge in many call management systems and call centers software, including back end databases
- Advance knowledge in multiple Microsoft Products, including SharePoint Designer, MS Access, Excel
- Experience with many database mining software, including SAS Enterprise, Crystal Reports

## Education

- **University of Central Florida**  
**BS Computer Science**
  - Junior Level, GPA 3.00

Orlando, FL  
Aug 2016

- **Valencia College**  
**Associate in Arts, GPA 3.25**

Orlando, FL  
May 2012

- **New Horizons Orlando**
  - MS SharePoint Services 3.0, SharePoint Designer
  - MS Access and Excel Expert Level 2003, 2007, 2010
  - Data Mining SQL Server 2008 with T-SQL
- **Microsoft Virtual Academy, Lynda.com with UCF**
  - Game development, Database development, Swift, C, Java, SQL Server
- **Centro Técnico Hondureño Alemán CTHA**
  - High school and AC Refrigeration Technician

Honduras, 1996

## Honors/ Awards

- Universal Orlando Bravo Award
- President's List Valencia College
- Dean's List Valencia College