

# Robert Valladares

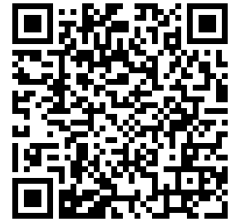
Name: Robert Valladares

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English, Spanish - written and oral.

US Citizen



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## Experience

### Universal Studios Florida, Orlando FL

#### Data Mining and Reporting Specialist, 2009 - 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.
- Developed, deployed and supported customized SharePoint sites with SharePoint Designer

#### Group Sales Coordinator, 2004 - 2009

- Million dollar sales per year agent
- Corporate and large groups sales, including VIP clients such as Rock Bands and Performers
- Sales for especial events such as *Rock The Universe*

#### Computer Skills

- Advanced knowledge in many call management systems and call centers software, including back end databases
- Advanced 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, Orlando FL, 2016**  
BS Computer Science, GPA 3.00
- **Valencia College, Orlando FL, 2012**  
Associate in Arts, GPA 3.25
- **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**
  - Game development, Database development, Swift, C, Java, SQL Server

## Honors/ Awards

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