

Robert Valladares

Name: Robert Valladares
Phone: 407-453-4413
Email: ufcama@yahoo.com
US Citizen

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
 - Senior 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