 **Robert Valladares**

Name: Robert Valladares

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Email: [ufcama@yahoo.com](mailto:ufcama@yahoo.com)

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