**Robert Valladares**

Name: Robert Valladares

Phone: 407-453-4413

Email: [ufcama@yahoo.com](mailto: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 Orlando, FL**

**BS Computer Science Aug 2016**

* Senior Level, GPA 3.00
* **Valencia College Orlando, FL**

**Associate in Arts**, GPA 3.25 **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 Honduras, 1996**
* High school and AC Refrigeration Technician

**Honors/ Awards**

* Universal Orlando Bravo Award
* President’s List Valencia College
* Dean’s List Valencia College