RAUL FLORES

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SUMMARY

Experienced IT professional with hands-on problem solving and a proven track record of delivering exceptional customer service. Effective communicator and collaborative team player dedicated to staying current with latest software and technology advancements. Thrives under pressure, maintaining flexibility and adaptability to ensure rapid and efficient solutions.

PROFESSIONAL EXPERIENCE

Software Developer | Freelance   2021 — 2023

- Consulted with clients and users developing business relationships and ensuring clear communication detailing requirements for projects to ensure success implementation while keeping all parties up to date.
- Collaborated seamlessly with clients and teams, combining technical knowledge and critical thinking skills to create efficient solutions to meet issues presented.
- Leveraged expertise in front-end and back-end technologies to design, develop and deploy custom software solutions increasing user engagement by 25%.

Ecommerce Business Owner | Flores Collectible**s**   2020 — 2022

- Founded direct-to-consumer eCommerce business specializing in high in demand memorabilia and exclusive products returning a 35% net annual profits since 2020
- Demonstrated exceptional customer service skills by consistently exceeding customer expectations and having a clear line of communication to promptly address inquiries, issues and fostering positive relationships to drive customer loyalty and repeat business.

Emergency Medical Dispatcher | Care Ambulance (acquired by Falck) | Santa Fe Springs, CA   2018 — 2020

- Responded to emergency calls with speed, prioritization and precision, evaluated situations and relevant medical personnel all while exhibiting composure and professionalism in high stress scenarios.
- Orchestrated emergency responses by collaborating with various agencies such as fire departments, law enforcement and medical facilities working together ensuring comprehensive communication and coordination.

Emergency Medical Technician | McCormick Ambulance (acquired by AMR) | Compton, CA   2015 — 2018

- Implemented vital medical interventions, such as cardiopulmonary resuscitation(CPR) , defibrillation, and airway management, to stabilize critically ill patients and ensure their survival.
- Captured precise patient assessments, treatments, and interventions through meticulous documentation, aligning with medical protocols and legal mandates to enable seamless continuity of care.

EDUCATION

Google IT Support Certification | Coursera | Certificate   2023
- Attained proficiency in networking fundamentals, operating systems (Windows and Linux), system administration, cybersecurity principles, and virtualization, forming a strong foundation in IT.
- Eight month IT support program, developed by Google, that covers troubleshooting, customer service , networking, operating systems, system administration and security with hands-on labs.

Coding Dojo | Full Stack Developer Certificate   2022
- Completed an immersive bootcamp encompassing over 1400 hours of intensive hands-on training, covering a wide spectrum of programming languages, software development methodologies and project based learning.
- Implemented Agile scrum frameworks for teams of 4-6 ensuring all objects were met and projects were on schedule.

Beverly Hills High School | High School Diploma   2008

SKILLS

Programming languages: JavaScript, Python, Java, C++, SQL, HTML, CSS,

Skills: MacOS Ventura, Monterey, Big Sur, Catalina, iOS 15 and 16, IpadOS, watchOS, Linux, Windows, Microsoft Office, Excel, Powerpoint,, AWS, Customer Service, Networking, Technical Support, System Administration, Software Installation, Network Administration, Troubleshooting