Ernesto Zanabria

Software Developer

Contact

13 Rutherglen Ave,
Providence, RI 02907
(954) 398-4031
ipuresmog69@hotmail.com

Objective

Industrious computer science graduate with a zeal for innovation. Seeking a position in an innovative company that focus on advance for technology, I am eager to apply the skills learned and desire to enhance social events through technology.

Education

A.S.
Community College of RI
Warwick, RI

Coding Students Club
Campus Cyber Security Club
Soccer Students Club

Experience

August 2021 to Present
Technical Support • Technical Support • Towerstream
- Handling customer technical support cases through phone and email.
- Analyze and make recommendations for workstation hardware and software standardization.
- Perform troubleshooting of desktop and laptop hardware and software issues via phone and e-mail.
- Provided tech support to computer system users.

November 2019 to August 2021
Patient Care RPhT • Patient Care RPhT • CVS Health
- Provide information to patients on the status of medications.
- HIPAA verification to protect patients' privacy or sensitive information.
- Access to corporate software such as *Avaya* and *RxConnect* to retrieve patients' information.
- Provide insurance or doctor's information at the patient's request.
- Educate patients on controlled substances or insurance.

April 2016 to November 2019
Sterilization Process Tech II • SPT II • Boston Scientific
- Ensure that the *Biological* indicator is placed in the incubator as part of the process of sterilization.
- Morning meetings to discuss with team members about production or a new process of sterilization from corporate.
- Ensure that the *Biological* test tube is in good condition before the sterilization process.
- The final process collects the *Biological* test tube and places them in the incubator for 24 hours and tests if bacteria were killed.

June 2015 to April 2016
RPhT I • RPhT I • RiteAid Pharmacy

- · Preparation of medications for patients, receiving and verifying the prescriptions.
- · Pricing and filling of prescriptions, obtaining the RPh's approval and completing patient paperwork for the prescription.
- · Assisting with insurance claims processing with help of the RPh.
- · Stocking and pricing of medications in inventory.

October 2015 to December 2015
Data Entry & Verification • Data Entry & Verification • Citizens Bank

- · Look for discrepancies from customers to assure the information provided is approved by the QC department.
- · Processes customer and account source documents by reviewing data for deficiencies.
- · Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader.

May 2014 to June 2015
Clerk Customer Service • Clerk Customer Service • Air Supply

- · Provide great customer service and interact with customers.
- · Provide customers with an accurate company's product.

October 2009 to May 2014
Technician/Assistant • Technician/Assistant • Professional Imaging

- · Mobil clinic working with a Doctor and SLP.
- · Mobil clinic with medical equipment such as X-Ray.
- · Provide excellent service to patients for dysphagia treatment.

Key Skills

Java
C++
JavaScript/HTML/CSS/jQuery
Python
Operating Systems
Computer Networking Linux
Graphic Design

Familiar: LAN, WAN, CMD, Network Switch, VoIP, and TCP/IP

Communication

Hello, my name is Ernesto and I have always been curious about how software is created or the process of building programs. My interest in programming was when I saw a classmate writing code in Python programming language, we were in a business management class, and one day explained to me the process of how to write code which I found fascinating then I decided to switch careers to computer science. My hobbies are art, soccer, graphic design, movies such as good will hunting, a beautiful mind, the imitation game, and pawn sacrifice.