

Andres Rodriguez

Orlando, FL

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Summary

Full Stack Web Developer with a background in IT support and life-long dedication to learning. Effective at combining creativity and problem solving to develop user-friendly applications. Known among staff for strong wit and attention to detail no matter the complexity of the project.

Technical Skills

Languages: HTML, CSS, JavaScript, React, Node.js, Express.js, MongoDB, SQL

Tools: AWS (Amazon Web Services)

Relevant Experience

Tier 2 Help Desk Technician

February 2020 – Present

DEX Imaging

Orlando, FL

- Provided remote assistance to customers regarding the function of MFP for various printer manufacturers such as Konica, Kyocera, HP, Canon, SHARP, Toshiba, Lexmark, and Xerox.
- Tracked customer requests using the E-auto Ticketing Software.
- Responded to email messages, web inquiries, and phone calls to assist customers with their requests.
- Troubleshoot hardware issues and conducted user training on printer functions.
- Configured Windows and Mac OS PCs to scan to folder via SMB and FTP and installed drivers.
- Assisted customers with troubleshooting SMTP issues.

Technology Service Desk Analyst I

March 2019 - February 2020

QBASE (USCBP Contract)

Orlando, FL

- Provided remote technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Responded to email messages, web inquiries, and phone calls to address customer inquiries.

- Logged all requests into the Government tracking system (Remedy).
- Added new users to the network and specified their directory structures and system access, handled password resets, troubleshooted network usage and peripheral issues, resolved LAN connectivity issues, and maintained LAN and internet connections.
- Troubleshoot hardware and software problems, assisted users with desktop applications, and provided user training.
- Utilized support applications to track user requests from trouble ticket generation to resolution.
- Escalated problems to other network or system support personnel when a problem was not easily identified and corrected in a timely manner.
- Provided first-level telephone, email, and web support for computer systems, including software, hardware, and telecommunication systems.

Education

Full-Stack Web Development Certificate
University of Central Florida

Associate of Arts in Computer Science
Miami Dade College

Certifications

- AWS Cloud Practitioner (May 2020 - May 2024)
- AWS Solutions Architect – Associate (May 2020 - May 2024)