Andres Rodriguez

Orlando, FL
Phone: (407) 461-7625 | Email: Andy3942@gmail.com
LinkedIn: www.linkedin.com/in/andyr-dev | GitHub: www.github.com/andyr-dev

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,
• Frameworks: React, Node.js, Express.js, REST APIs
• Databases: MongoDB, SQL
• APIs: REST API, GraphQL
• Tools: AWS (Amazon Web Services), Git, VS Code

Relevant Experience

Tier 2 Help Desk Technician   February 2020 – Present
DEX Imaging   Orlando, FL

• Delivered expert remote assistance to customers, imparting in-depth operational knowledge of multifunction printers (MFP) across a diverse range of manufacturers including Konica, Kyocera, HP, Canon, SHARP, Toshiba, Lexmark, and Xerox.
• Utilized E-auto Ticketing Software to track and manage customer requests, ensuring efficient and organized handling of each inquiry.
• Employed a multi-channel approach, promptly addressing customer needs through email, web inquiries, and phone support, offering comprehensive solutions tailored to their requests.
• Applied problem-solving prowess to diagnose and resolve hardware issues, while also conducting comprehensive user training sessions to empower customers with optimal utilization of printer functionalities.
• Proficiently configured Windows and Mac OS PCs, enabling seamless scanning to folders through SMB and FTP protocols, further enhancing user convenience. Additionally, adeptly facilitated printer integration by installing requisite drivers.

• Provided dedicated support for resolving SMTP issues, employing a systematic approach to troubleshoot and guide customers towards effective solutions.

Technology Service Desk Analyst I   March 2019 - February 2020
QBASE (US CBP 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.
• Troubleshot 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)