ANGELO AQUINO

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Professional Summary

Technical Support Engineer with a demonstrated history of working in the computer software industry, delivering a high rate of customer satisfaction to enterprise level engineers, enabling clients to confidently trust in the company and their products. Prides in taking professional challenges through continuing education at UCLA's Coding bootcamp, learning development skills in HTML, CSS, and JavaScript.

Skills

- HTML, CSS, Javascript, JQuery
- Linux, Windows, MacOS, AWS
- Node.js, Handlebars.js, React.js
- MongoDB, MySQL, Firebase

- Software Implementation, Testing, Support
- Selenium IDE, Scripting Tools
- Zendesk, Jira, Graylog, Grafana
- API, RESTful Services

Work History

Technical Support Engineer   01/2016 to Current
Apica Systems – Santa Monica, CA

- Provide well-thought out and reliable direction, both in technical and non- technical terms, to help customers integrate, deploy and maintain Apica's products.
- Install and configure private agent (Windows or Linux) to run specific Apica services and troubleshoot any issue that may arise.
- Proactively monitor the infrastructure to catch any service downgrades through usages of Grafana and Pagerduty.
- Customer advocate, serving as internal and external point of contact on customer escalations and ensure customer issues are resolved as expediently as possible.
- Write code/script to create user scenarios using Apica's API or Selenium IDE and Apica's Scripting tool Zebratester.
- Create process or troubleshooting documentation in Zendesk support knowledge base, as well as confluence for internal use.

Technical Support Analyst   01/2015 to 01/2016
CliniComp, Intl – San Diego, CA

- Dedicated involvement in configuration of CliniComp's software and for providing technical support to the users.
- In depth knowledge of UNIX/ Linux operating systems, with skills to manipulate the application for end-users.
- Clinical information software support experience, such as medical records software.

Technical Support Specialist Tier II   01/2014 to 01/2015
24 Hour Fitness – Carlsbad, CA

- Communicated professionally with vendors and other escalation points both inside and outside of the company.
- Ensured all ticket SLAs and Operation Level Agreements were met or exceeded.
- Reviewed all tickets escalated from the Service Desk Specialists, provided feedback, coaching, and additional troubleshooting ideas and methods.

IT Support Technician   01/2013 to 01/2014
Millennium Health LLC – San Diego, CA

- Created and designed knowledge base articles to streamline support tickets.

- Collaborated cross-functionally with other departments to establish proper and efficient information flow.
- Educated and trained new hires to drive orientation process and improve performance.

Help Desk Team Lead 01/2006 to 01/2011
US Army
- Provided 24-7 desktop support by phone or in person to minimize downtime.
- Identified, isolated, and repaired computer equipment and network issues with propriety CISCO products.
- Organized support ticket flow and function, users and groups in Active Directory, and hard equipment to create an efficient workspace.

Education

Web Developer Coding Bootcamp 2019
UCLAX - Los Angeles, CA
- Web development immersive course covering a full-stack program from front-end to back-end. Including HTML, CSS, JavaScript, jQuery, Bootstrap, Responsive Design, Node.js, React.js, Heroku, User Auth., MongoDB, MySQL, Java. The course includes development of over a dozen personal and group projects.

Bachelor of Science: Information Technology Management 2014
National University - San Diego, CA

Military Service

*US Army Veteran
*Secret Clearance, Active