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audiimer.github.io/new-portfolio/

Bethlehem PA, 18015

AUDIS G. MERCADO

EDUCATION

MASTER OF SCIENCE /COMPUTER SCIENCE
Interamerican University of Puerto Rico, Fajardo
2025
Cumulative GPA: 4.0/4.0

ASSOCIATE OF APPLIED SCIENCE /COMPUTER SCIENCE
Interamerican University of Puerto Rico, Aguadilla
2021
Cumulative GPA: 4.0/4.0

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION/HUMAN RESOURCE MANAGEMENT
University of Puerto Rico, Aguadilla
2016
Cumulative GPA: 3.5/4.0

CERTIFICATIONS

Google IT Support Professional Certificate / 2022
/ Coursera

Academic Excellence Certificate / 2020
Interamerican University / Puerto Rico

TECHNICAL SKILLS

Technical Support & Troubleshooting-

ITSM (Jira, Confluence)-

Tech Support Platform knowledge-

IT Asset Management-

Software Installation & Configuration-

Familiar with Java, C#, JavaScript-

PROJECTS

Vending Machine (HTML, CSS, JavaScript)-
Calculator (React.js)
Tic Tac Toe (HTML, CSS, JavaScript)
Todo App (React.js)

CAREER OBJECTIVE

IT Professional and Software Asset Manager with a strong focus on technical support and software development. Backed by over 7 years of experience in customer service, bringing well-developed skills in communication, teamwork, time management, and problem-solving.

EXPERIENCE

SENIOR SOFTWARE ANALYST/COMPUTING CONSULTANT
Lehigh University / Bethlehem, PA / 2023 - Present
- Apply principles of systems analysis to enhance security, streamline business processes, and resolve technical errors
- Utilize advanced tools such as Bomgar, Command prompt, Device Manager, and other t-shooting tools for data repair and recovery
- Manage documentation, and reports on software use using tools such as Sassafras, CDW-G, and Microsoft Excel
- Review, document and escalate issues to the proper team with clear, concise writing and detailed instructions

SOFTWARE QUALITY ASSURANCE ENGINEER (INTERNSHIP)
Medtel.com / Old Greenwich, CT / 2022 - 2023
- Found, reported, and documented any backend bugs to ensure a quality product for the customer on its release date
- Created test automation features to validate user inputs such as create, update, and remove
- Managed multiple features to deploy different testing scenarios using GET/POST/PUT/PATCH/DELETE
- Maintained constant communication with the development team to

INBOUND VENDOR RECEIVE/CUSTOMER RETURNS ASSOCIATE
Amazon / Easton, PA / 2021 - 2023
- **Consistently met or exceeded productivity quota** of receiving, scanning, and processing 1000 items per day
- Verified merchandise and products are packed in a neat and secure manner to ensure customer satisfaction
- Processed customer returns by replacing damaged, expired, and products labeled incorrectly to improve company's warehousing procedures and quality protocols
- **Served as problem solver and mentor**, identified and resolved challenges while guiding new hires through hands-on training and knowledge sharing to enhance team performance

SALES FLOOR SUPERVISOR
Kmart Corporation /Aguadilla, PR / 2013 – 2019
- Planned and coordinated special activities during high movement periods such as weekend sales, seasonal clearance, and special promotions to **achieve store's $80k-$100k daily sales goals**
- Prevented accidents through a high hazard monitoring and detection protocol saving the company $10k per accident
- Able to quickly troubleshoot all system issues with real-time resolutions following current operating policies
- **Promoted twice to achieve supervisor level due to exemplary performance** as a Cashier and Hardlines Customer Service