

LINO RODELO

📍 Savannah, Georgia ✉ linorodelo@gmail.com ☎ (+1) 404-642-2450 💻 in/linorodelo-bs-mis-ms-msol ☁ chrisrod16.github.io

PROFESSIONAL SUMMARY

Technical Support Engineer with 6 years of experience in SQL development, troubleshooting, and workflow automation across global environments. Currently transitioning into Data Engineering, bringing a strong foundation in SQL, Python, and data analysis along with practical experience in process optimization, reporting, and system integration. Skilled at collaborating with cross-functional teams, improving data accessibility, and contributing to initiatives involving ETL, Data Warehousing, and Data Lake practices.

SKILLS

Citrix | CCL | Confluence | CRM | DHCP | Microsoft Office | Ticketing Systems | Troubleshooting | VPN | XML | Python | Powerform | SQL | SaaS | SAS | HER | Data Mining | Dynamic Documentation | HTML | ITIL | Jira | Networking | Oracle Infrastructure | Oracle Database | PowerChart | PowerNote.

WORK EXPERIENCE

Remote Technical Support Engineer II | Oracle USA | Chicago, United States Sep 2024 – Present

- Provided bilingual (English & Spanish) Tier-2 support to 600+ global Aconex users, resolving ~35 tickets per week with 98% CSAT while consistently meeting SLA commitments.
- Owned the full incident lifecycle in Jira Service Management; created, triaged, automated workflow transitions, and resolved incidents, reducing average triage time by 25%.
- Conducted advanced packet and log analysis to replicate API, SSO, and permission issues; partnered with Product & Cloud Ops for rapid fixes and improved uptime reliability.
- Authored and curated 120+ Knowledge Base articles and Confluence runbooks, reducing repetitive tickets and standardizing global support practices.
- Liaised with Engineering, Customer Success, and PMO to translate user pain points into Jira backlog items, leading to two UX enhancements adopted across all regions.
- Contributed to data workflow optimization by automating SQL-based reporting and integrating metadata checks, improving resolution accuracy and reducing manual effort by 10%.

Remote Technical Solutions Analyst I | Cerner Corp (Oracle USA) | Kansas City, United States Jun 2022 – Aug 2024

- Managed 40+ incidents weekly in Jira and SupportPortal, prioritizing by severity to maintain 97% SLA adherence and ensure zero missed P1 escalations.
- Analyzed error logs, queried Oracle Database tables, and cycled WebSphere servers to restore application performance, reducing average resolution time by 20%.
- Authored and curated 60+ Confluence knowledge articles and runbooks, accelerating team onboarding and lowering repeat queries by 22%.
- Partnered with developers to design SQL/Java server-side utilities and optimize physician documentation workflows, reducing data entry time by 15% and eliminating recurring errors.
- Contributed to ETL and data pipeline initiatives by automating SQL-based extraction and transformation tasks, which improved reporting consistency and reduced manual data preparation by 10%.
- Built Jira dashboards and Confluence reports to improve backlog visibility for Product, Cloud Ops, and Security teams, leading to a 15% reduction in ageing tickets and more accurate reporting.

Remote Technical Support Analyst | Charter Communications | Charlotte, United States Jan 2020 – Jun 2022

- Consistently enhanced the customer experience by resolving escalated issues with ~95% CSAT, addressing an average of 30+ escalations per week while ensuring SLA compliance.
- Provided bilingual (English & Spanish) Tier-2 guidance to representatives on complex inquiries and escalations, reducing repeat issues by 12% and improving FCR.
- Coordinated with supervisors to optimize scheduling and call center operations, which increased team efficiency by 15% and shortened average handling time.
- Conducted data analysis on call records and CRM logs, applying data mining techniques to identify workflow inefficiencies and improve resolution accuracy.
- Delivered training and timely feedback to representatives, closing identified skill gaps and achieving a 10% improvement in team performance metrics.
- Documented escalations and resolutions in CRM systems with 99% accuracy, ensuring reliable reporting and data integrity for continuous improvement initiatives.

EDUCATION

MASTER'S DEGREE | Organizational Leadership | Colorado State University

Specialization in Business Intelligence

Specialization in Project Management

BACHELOR'S DEGREE | Management Information Systems and Business Analytics | Colorado State University

LANGUAGES

ENGLISH, SPANISH