



## Lino Rodelo

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### ABOUT MYSELF

Bilingual Technical Support Engineer with 10+ years of experience in IT infrastructure, client systems support, and data-driven investigation. Proven ability to translate complex workflow data into actionable insights that enhance system performance, user satisfaction, and operational outcomes. Skilled in balancing high-volume, hands-on technical support with long-term tooling strategy—standardizing Jira and Confluence usage, automating workflows, and optimizing support delivery. Recognized for mentoring cross-functional teams, contributing to continuous improvement initiatives, and driving innovation across global environments through secure, scalable, and customer-centric solutions.

### WORK EXPERIENCE

#### Oracle USA – Chicago, United States

City: Chicago | Country: United States

##### Remote Technical Support Engineer II

[ 01/09/2024 – Current ]

- Provide bilingual (English & Spanish) Tier-2 support to 600+ global Aconex users, resolving ≈35 tickets per week with 98% CSAT while meeting all SLA commitments.
- Own the full incident lifecycle in Jira Service Management; create, triage, automate workflow transitions, and resolve, cutting average triage time 25%.
- Conduct advanced packet & log analysis to replicate API, SSO, and permission issues; partner with Product & Cloud Ops for rapid fixes.
- Author and curator of Knowledge-Based articles and Confluence runbooks, reducing repetitive tickets and standardizing support practices.
- Liaise with Engineering, Customer Success, and PMO to translate user pain points into Jira backlog items; shepherded two UX enhancements adopted across all regions.

#### Cerner Corporation (Oracle USA) – Kansas City, United States

City: Kansas City | Country: United States

##### Remote Technical Solution Analyst

[ 26/06/2022 – 30/08/2024 ]

- Delivered advanced front- and back-end troubleshooting for clinical documentation apps across commercial and DoD/VA hospitals under active security clearance.
- Managed 40+ incidents weekly in Jira and SupportPortal, prioritizing by severity and urgency to maintain 97% SLA adherence.
- Analyzed error logs, queried Oracle Data-Base tables, and cycled WebSphere servers to restore application performance; documented root-cause and permanent fixes.
- Curator of 60+ Confluence knowledge articles and resolution notes, accelerating team onboarding and reducing repeat queries 22%.
- Partnered with development to design SQL/Java server-side utilities that reduced physician documentation time 15% and eliminated recurring errors.

- Led workflow standardization in Jira, aligning three support squads on common issue types, fields, and dashboards, improving cross-team visibility and reporting.
- Provided on-call rotations (Bi-weekly Federal, quarterly commercial) ensuring 24/7 coverage and zero missed P1 escalations.
- Own full incident lifecycle in Jira Service Management; create, triage, automate workflow transitions, and resolve—cutting average triage time 25 %.
- Build and publish dynamic Jira dashboards & Confluence reports giving Product, Cloud Ops, and Security teams real-time visibility into backlog health, reducing ageing tickets 15 %.

## **Charter Communications – Charlotte, United States**

City: Charlotte | Country: United States

### **Remote Technical Support Analyst**

[ 31/01/2020 – 26/06/2022 ]

- Consistently enhanced the customer experience by resolving escalated issues promptly and accurately, maintaining high levels of client satisfaction.
- Provided expert guidance to representatives on handling complex customer inquiries and escalations, ensuring professional and effective interactions.
- Coordinated with supervisors to optimize call center operations, enhancing team efficiency and customer service quality.
- Identified skill gaps among representatives, delivering proactive feedback and recommendations to improve team performance and customer interactions.
- Maintained comprehensive knowledge of Charter's products and services, enabling effective troubleshooting and problem resolution.
- Documented customer interactions and resolutions accurately in the CRM system, ensuring seamless follow-ups and data integrity.
- Fostered a culture of continuous improvement by aligning with company policies and procedures while actively contributing to customer service strategy development.

## **EDUCATION AND TRAINING**

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### **Master's Degree**

#### **Colorado State University**

City: Colorado | Country: United States | Website: <https://csuglobal.edu> | Field(s) of study: Organizational Leadership | Level in EQF: EQF level 7

- Specialization in Business Intelligence
- Specialization in Project Management.

### **Bachelor's Degree**

#### **Colorado State University**

City: Colorado | Country: United States | Website: <https://csuglobal.edu> | Field(s) of study: Management Information Systems & Business Analytics | Level in EQF: EQF level 6

## **LANGUAGE SKILLS**

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**Mother tongue(s):** Spanish | English

## **SKILLS**

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

## MANAGEMENT AND LEADERSHIP SKILLS

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### Executive Strengths

- Strategic Technology Leadership.
- Business Intelligence & Data-Driven Decision-Making.
- Innovation in Operational Processes.
- Project Management & Organizational Efficiency.
- Stakeholder Collaboration & Strategic Communication.
- Leadership Development & High-Performing Team Building.