

# LINO RODE LO

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## 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

## LANG UAGES

ENGLISH, SPANISH