Sergio Palomino

palominosergio@protonmail.com | **LinkedIn** | **GitHub**

Skilled in .Net Core (C#) Programming (Web Forms, MVC, Blazor, Web API), ReactJS Web Development. Experience with Linux/Windows Systems Administration, and PowerShell Scripting.

EXPERIENCE

Palm Beach State College

Programmer Analyst II   **12/18 - Present**

- Creating and maintaining API integration services for Workday ERP system.
- Developer using the .Net Core Framework to create back-end services and applications.
- Creating and maintaining Integrations (XModules) for student and employee portal (ModoLabs).
- Maintain employee Intranet created in DotNet Core and ReactJs.
- Created an SSO portal for WcOnline (SLC appointments) login for students/staff.
- Created set of APIs for Adobe Sign (PDF signing) used by Veteran Affairs', Human Resources, and COVID-19 Release form.
- Created webapp to map program degrees to guided pathways to a database.
- Created backend app to maintain faculty syllabi using SimpleSyllabus API.
- Created app to pull data using from Eventbrite using TeamDynamix iPaaS (Automation Platform) to provision students for our CCE programs.
- Maintain Honor's College ReactJS app.
- Created backend application to extract Engage data.
- Maintain newly created Course Evaluations app.
- Created Service that utilizes various API (Kaltura, Canvas) and various data sources (Workday, Engage) data to verify student engagement in the Student Portal.

IT Service Desk Coordinator   **02/16 - 12/18**

- Lead the migration of our IT Service Management system, from Microsoft System Center Service Manager to TeamDynamix ITSM.
- Serve as the backup to the Service Desk Manager, assisting with daily Service Desk operations, supervision, training, payroll, scheduling of staff, and hiring of student staff.

IT Help Desk Specialist   **09/14 - 02/16**

- Shift supervisor (Team Leader) for the Service Desk, responsible for assisting the Service Desk Manager with operations and supervising of part-time staff and student employees.
- Providing guidance, instruction, and direction for IT Help Desk Representatives, ensuring all representatives are including level one troubleshooting, accurate descriptions, titles, and location information in each incident or service request.
- Working with representatives to ensure incident requests are moving forward in a timely manner and to tend aging incident requests.
- Maintain good customer service relations even under stressful situations.
- Improving job knowledge, learning about each area of IT and maintaining an up to date knowledge base utilized by all Service Desk personnel.

SKILLS

C#	dotnet, dapper, api, json, entity framework, blazor, logging, testing, sql server, ef core, DDD, SOLID, mvc, razor, DI, Dependency Injection, hangfire, console, webapp, rest, orm, database, caching, redis, serilog, nlog, automapper, task, git, design patterns, SQL, ASP.NET, Hangfire, automation
ReactJs	router, context, redux, axios, js, javascript, http, api, component libraries, forms, hooks, HTML, CSS

EDUCATION

Bachelor of Science, Software Development, Western Governors University

Associate of Science Degree, Network Administration, Palm Beach State College

Associate of Arts Degree, Palm Beach State College