

David Maldonado

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<http://dave-maldonado.github.io>

Executive Summary

More than 10 years of customer-facing call center experience in both technical support and non-technical customer service roles. More than 10 years of personal experience troubleshooting PC issues and three years of personal experience programming.

Skills

• Ruby • Rails • Java • Linux • PC repair • troubleshooting

Education

University of South Florida

expected class of 2016

- admitted for the Fall 2013 semester
- studying Computer Science
- regular participant of the Tampa Ruby and Codernight meetups

Hillsborough Community College

class of 2012

- graduated with an Associate of Arts and a 3.3 GPA
- took 2 courses in Java programming and a course in PC hardware
- joined Suncoast Linux User's Group (SLUG)

Wesley Chapel High School

class of 2001

Selected Work Experience

Verifone Inc. - Clearwater, FL

2012-present

- providing technical assistance to users of stand-alone credit card terminals and point-of-sale transaction software

Marcone Part Supply - Tampa, FL

2010-2012

- assisted customers in obtaining the major appliance parts required to perform repairs

Macy's Inc. - Clearwater, FL

2007-2010

- provided technical support for the Macys.com website

Safe Pest Control - Seminole, FL

2005-2007

- responsible for a route encompassing Pinellas, Hillsborough and Pasco counties