



Raphael Magalhaes Miller

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SUMMARY

An outgoing, young, charismatic professional with over 5 years of Programming and Information Technology Experience. Working in the Professional, Independent, and Collegiate worlds combining all environments to understand the needs of any project application.

EXPERIENCE

Sales Associate, Remote Support Technician, Spring Mobile (Formerly Cellular World).

Orlando, FL — 2014 -

Selling Advanced Telecommunications solutions to business and personal accounts for At&t. Offering a wide array of solutions from cellular devices and plans to home solutions involving home security and cable, fiber-optic service.

Accomplishments

- Lead in sales in store through the majority of my tenor at multiple locations and markets.
- Helped with Information Technology support within multiple stores during expansion of company and merger.
- Provided point of contact support for many business transactions and multiple stores and different markets.
- Created prototype point of sale systems independently while working for Cellular World.

Kitchen Manager, Chipotle Mexican Grill

Orlando, FL — 2012 - 2013

Acquired Kitchen Skills, and expertise in communicating with coworkers and customers alike. Managing an opening shift for a restaurant.

Accomplishments

- Provided Support and excellent reviews during monthly audits
- Trained for Kitchen Manager position
- Received positive remarks during performance reviews
- Learned moderate maintenance skills
- Ability to train and coach fellow employees and co-workers
- Experience in finding solutions to customer complaints
- Delegated Tasks and Responsibilities to employees in order to build a team to handle the daily business of the store

Sales Associate (PCHO), Best Buy

Orlando, FL — 2011 - 2012

Providing customer service and knowledgeable experience to local and international customers.

Accomplishments

- Used expertise in the portuguese language to provide sales in computers to international clients.
- Worked closely with the geek squad technical support department to increase communication between the customers and the tech support

department.

- Helped out with translation issues in all sections of the store.
- Gained knowledge in providing appropriate computer systems to fit customers needs
- Experience in handling sensitive customer information
- Training in all aspects of the store (Video games, Computers, Mobile Media Devices, etc.)

Further Job experience available upon request.

EDUCATION

University of Central Florida

Computer Science (B.S.) 2015 - 2018

Currently pursuing a Bachelor's in Science for Computer Science at the University of Central Florida. Covering topics from Data Structures to Artificial Intelligence. Notable courses include: Computer Science I and II, Systems Software, Computer Security, Database Systems, and Computer Logic and Organization.

Valencia College

Computer Science Articulated Pre-Major — 2009 -

Completed Articulated pre-major for the University of Central Florida. Overview of such topics including but not limited to, Java, C/C++ and programming related networking. Notable Courses Include: Java, Advanced Java, C programming and C++ Programming

SKILLS

- Proficiency in Java, C/C++, CSS, HTML, and JavaScript
- Proficiency in support build automation tools related to Java. C/C++ such as Maven, Gradle, and Make.
- Proficiency with version control repository: Git and Github
- Proficiency in terminal applications in the Linux, Mac, and Windows environment.
- Familiarity with assembly with MIPS and x86
- Proficiency in Database systems SQL, and MySQL
- Proficiency in Document markup languages YAML and LaTeX
- Proficiency in data format files such as JSON and XML.
- Familiarity with Android SDK.
- CompTIA A+ Certification (November 2014)
- Proficient in computer hardware and software troubleshooting.
- Customer service
- Bi-Lingual (English & Portuguese)

PROFESSIONAL REFERENCES

Available upon request.