# Gustavo Rosales Valenzuela

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## OBJECTIVE

To obtain a position for which I can contribute my skills in front-end development, customer service, and technical support. I have years of experience in high-level languages such as HTML, CSS, jQuery, JavaScript and have honed these strengths in a UC Davis Coding Bootcamp in order to provide high-level service. I have the motivation to excel in any position offered.

## SKILLS PROFILE

- 12+ years of experience in business process services and customer support, including off-sites and law firms.
- Experience with web development languages including: HTML, CSS, JavaScript, SQL and others.
- Trained in utilizing Node.js, jQuery, Bootstrap, AJAX, JSON, APIs, and others.
- General understanding of RDBMS and Enterprise Resource Planning software.
- Experience with various scanning and printing software as well as hardware (MFP).
- Advanced experience with Microsoft Word, Excel, Outlook, Adobe Acrobat, Photoshop, and many others.
- Ability to discover and execute projects' utmost efficiency while maintaining quality.
- Ability to troubleshoot many technical problems.

## EMPLOYMENT HISTORY

**Site Lead Supervisor** 03/2018 - PRESENT

*Epiq (03/2018 - 07/2019) & Canon BSP (07/2019 - Present), inside Best Best & Krieger,* Sacramento, CA

- Lead a team of two others with some shared responsibilities.
- Gather daily data and compile monthly reports.
- Coordinate schedules, plan events, and delegate tasks to my support team.
- Provide support for a law office of 50+ staff including reception, hospitality, food ordering, and processing mail.
- Copy, scan, print, upload, or transfer files as requested, in a timely fashion.
- File, index, update, and pull the office's records both physically as well as virtually with ARM.
- Provide general IT support for 3 offices in Northern California from workstation assembly and help desk troubleshooting to setting up attorney's work phones.

**Administrative Support** 01/2016 – 03/2018

*Ebara Technologies, Inc.,* Sacramento, CA

- Add, delete, and update documents in the database.
- Create and update Customer Incident Reports with pertinent information.
- Coordinate the periodic calibration of all critical tools used in the facility, monthly.
- Gather information and generate numerous monthly, or weekly, reports with Excel, PowerPoint, and Word.
- Grade, as well as digitally and physically file, employees' training quizzes and update the training records database.
- Assist with general office projects; data entry, in-house audits, filing, etc.
- Occasionally inspect received parts for conformance and process them forward to appropriate departments.

## EMPLOYMENT HISTORY (CONTINUED)

**HR Support / Document Control Clerk** 10/2015 – 12/2015

*IMKO, Ebara Technologies, Inc.,* Sacramento, CA

- Scan and electronically store all employee files.
- Sort and file new files as needed.
- Cover reception desk as needed for breaks and days off.

**Litigation Support Specialist** 2011-2015

*DTI, Pillsbury Winthrop Shaw Pittman,* San Francisco, CA

- Scan and process litigation projects (Bates-number, tag, provide metadata, etc.).
- Coordinate daily projects to efficiently meet client's needs.
- Execute action plans to meet client's needs and wants in a timely manner.
- Utilize software to create, enhance, and manipulate digital files as requested.
- Expand the scope of available service(s) by providing an innovative approach to tasks and needs.
- Provide, as well as occasionally train, our work site with technical support information.

**Litigation Support Specialist** 2009-2011

*DTI, Nossaman LLP,* Irvine, CA

- Scan and process litigation projects.
- Use Excel, Word, PowerPoint, and other Office programs to enhance client products.
- Utilize Adobe to create and manipulate PDFs as requested.
- Copy/print and quality check projects to meet customer deadlines.
- Provide customer service to our clients in a large law firm.

**Imaging Specialist** 2008-2009

*LA Reprographics,* Irvine, CA

- Scan and process document projects as requested using LAW 4.0.
- Responsible for training new employees with LAW 4.0, as well as ensuring the standards of use.
- Coordinate and oversee incoming projects to create efficiency and speed.
- Copy/print and collate projects to meet deadlines.
- Create log-files and databases of scanned document projects.

## EDUCATION

***UC Davis Continuing Education,* Sacramento, CA** 12/2019-Present

*Coding (Full-Stack Development) Bootcamp*

***Cosumnes River College,* Sacramento, CA** Continuing

*Computer Science Major*

***Los Amigos High School,* Fountain Valley, CA** 2004

*High School Diploma*