LUIS NUNEZ-VALADEZ

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Skills

Technical Skills: Java, Python, JavaScript, React.js, PostgreSQL, Node.js, Express.js, HTML, CSS, AWS, Azure, REST API's, Git, GitHub, ServiceNow
Language: English & Spanish - Fluent (Written and Verbal)

Relevant Experience

Amazon   Austin, Texas
IT Support Engineer I   *October 2022 - Present*
IT Support Associate II   *August 2021 - September 2022*

- Developed a Python script for the team to expedite the removal of laptops from isolation caused by delayed Windows updates, streamlining the process and ensuring timely availability of devices for users
- Proficiently utilize ServiceNow to create, update, and prioritize IT tickets, ensuring seamless tracking, documentation, and resolution of IT issues while maintaining accurate and up-to-date records for effective ticket management at Amazon.
- Managed and maintained Amazon Lockers worldwide as SME, improving performance and customer satisfaction through streamlined processes and efficient team management
- Contribute to Global Policy website with HTML, CSS and JavaScript used by regions world wide
- Global Knowledge Management team member in charge of approving newly created IT policies that our team world-wide adhere to
- Spearhead a repository for internal training videos for OpsTechIT Service Desk engineers to train new hires

Douglas Dynamics LLC   Milwaukee, Wisconsin
IT Infrastructure Administrator   *January 2020 - August 2021*

- Transferred users from AD to Azure AD during our Office 365 deployment with focus on shifting towards cloud infrastructure
- Guided the deployment of Office 365 company wide which drastically increased productivity
- Lead a Cell Phone Repeater project for all company cell phones on site which increased cell phone reception by about 90%
- Replaced an entire Cisco Switch stack with all new equipment to help with down-time of our systems
- Deployed Windows Servers onsite to improve productivity with our internal services
- Handled support tickets with software and hardware vendors external of the company

Education & Certifications

Fullstack Academy   Remote Campus
Web Development Bootcamp   *February 2023 - present*
- Backend development proficiency: Node.js, Express.js, Services and API's
- Frontend development proficiency: HTML, CSS, JS, React.js, Node.js, Express.js, Bootstrap, Anime.js, Three.js and JQuery

- Data systems proficiency: MySQL and PostgreSQL
- Object Oriented Programming and full-stack applications

Kenzie Academy Austin, TX
Certificate in Java Foundations *April 2022 - September 2022*
- 6 month intensive, project based program, teaching the fundamentals of Java. Through asynchronous and synchronous classes led by SME instructors.

University of Wisconsin-Milwaukee Milwaukee, WI
Bachelor of Science in Information Science & Technology *December 2019*

Certifications
Kenzie Academy Certificate in Java Foundations *September 2022*
AWS Cloud Practitioner *October 2021 - October 2024*
StorageCraft Engineer Certification *December 2020*

Technical Projects

Finance and Budget Manager | Developer | August 2023

- Developed a finance and budget manager full-stack application using HTML, CSS, JS, React.js, Node.js, Express.js and PostgreSQL
- Utilized Express.js to build a robust API for interacting with the database, facilitating seamless communication between the front-end and back-end components of the application
- Implemented user authentication and authorization features using Node.js and PostgreSQL, ensuring secure access to user accounts and data.
- Created a PostgreSQL database schema to store user account information, financial transactions, and related metadata, ensuring efficient data retrieval and management.

Website to PDF Downloader | Developer | July 2023

- Developed a web application to convert HTML content to PDF documents using HTML, CSS, and JavaScript.
- Utilized the popular Passport.js library for user authentication and session management.
- Implemented a functional login page with user authentication and password hashing for enhanced security.
- Utilized an external API for PDF generation, leveraging its capabilities to produce high-quality PDF documents from HTML content.

Address Formatter | Developer | September 2022

- Developed a Java program that formats user addresses correctly using an API and Object-Oriented Programming (OOP) principles.
- Implemented various OOP concepts such as inheritance, encapsulation, and polymorphism to create a flexible and extensible program.
- Utilized an external API to retrieve and validate address data, resulting in accurate and reliable address formatting.