

# LUIS NUNEZ-VALADEZ

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## Relevant Experience

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### Amazon

*IT Support Engineer*

Austin, Texas  
2021 - Present

- 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 incidents, 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

*IT Infrastructure Administrator*

Milwaukee, Wisconsin  
2020 - 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

## Technical Projects

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### Text Messaging Application

*Developer*

2024

- Developed a local text messaging application using HTML, CSS, and JavaScript, focusing on creating a user-friendly and responsive interface.
- Utilized WebSockets with Socket.IO to implement real-time communication features, allowing instant message delivery and updates within the local environment.
- Implemented a server-side application using Express.js to handle user authentication, message routing, and local data persistence.

## Finance and Budget Manager

Developer

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

2023

- 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.

## Education & Certifications

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### Fullstack Academy

February 2023 - October 2023

Web Development Bootcamp

- 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

April 2022 - September 2022

Certificate in Java Foundations

- 6 month intensive, project based program, teaching the fundamentals of Java. Through asynchronous and synchronous classes led by SME instructors.

### University of Wisconsin-Milwaukee

December 2019

Bachelor of Science in Information Science & Technology

### Certifications

Kenzie Academy Certificate in Java Foundations

September 2022

AWS Cloud Practitioner

October 2021 - October 2024

StorageCraft Engineer Certification

December 2020

## Skills

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**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)