

LUIS NUNEZ-VALADEZ

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Relevant Experience

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 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

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

Education & Certifications

Fullstack Academy

Web Development Bootcamp

February 2023 - October 2023

- 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

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.

Certifications

Kenzie Academy Certificate in Java Foundations
AWS Cloud Practitioner
StorageCraft Engineer Certification

September 2022
October 2021 - October 2024
December 2020

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)

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.