

Jaime Rodriguez

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EDUCATION

San Jacinto College, Mathematics
Mathematics Associate of Science
GPA: 3.0/4.0

Pasadena, TX
May 2015

University of Texas at Austin, Full Stack Coding Bootcamp
Full Stack Web Developer Certificate
Grade: A (Completed)

Austin, TX
August 2019

EXPERIENCE

EOS IT Management Solutions
Specialized Audio Visual & Telepresence Collaboration Engineer
IT, Video Collaboration and Global Logistics specialist.

North America
June 2017 – Current

- Installed, troubleshoot and maintained a wide variety of Cisco products such as telepresence systems (VC units), wireless access points, and servers for Facebook, Google, Cisco Systems, Twitter, Bank of America and other major companies across the USA, Mexico, Canada and Brazil.
- Led team projects on new Facebook VC unit installs and refreshes/uplifts/retrofits. VC unit installation included all types of conference rooms and training rooms. AV work included kitchen audio, event spaces, security guardhouses, game rooms, etc. Worked with onsite Facebook PMs and teams to deliver quality work and customer satisfaction.
- Some configurations included: setting static IP addresses on telepresence units, using PuTTY to access CLI on codecs, switches and servers to input scripts and other configs.
- Extensive use of Dropbox and Google sheets to assign Asset Tags on equipment, record Serial Numbers and MAC addresses to ensure proper whitelisting, room name assignment and record keeping.
- Document and report any hardware failures/damages to schedule RMA requests asap.

Computershare
Customer Service Representative

College Station, TX
January 2016 – October 2016

Global market leader in transfer agency and share registration, employee equity plans, mortgage servicing, proxy solicitation and stakeholder communications.

- Responded to inbound/outbound calls to shareholders, brokers or other participants with relation to accounts in a wide arrangement of companies and businesses to collect votes relating to proxy solicitation campaigns.
- Researched account and transaction information and records to resolve issues and discrepancies via multiple computer systems to locate, interpret, and communicate information and provide exceptional customer service.

Best Buy
Computer Sales Associate

College Station, TX
August 2015 - January 2016

- Inquire what specifications customer requires on the computer they want to purchase and suggest possible solutions for desktops and laptops after determining customer's budget.
- Explain each suggested model's features and benefits and handle product demonstrations.
- Educate customers in the use of selected computers and provide information on any questions related to hardware components and/or software.
- Assist customers in understanding how to maximize the use of software features.

SKILLS, ACTIVITIES & INTERESTS

Languages: Fluent in English and Spanish; Conversational proficiency in Portuguese.

Technical Skills: MERN stack (MySQL, MongoDB, Express, React, NodeJS), VCS, GitBash (terminals), API's, basic web/app development languages, Crestron/Extron software

Certifications & Training: Full Stack Web Developer Certificate, AV Associate's, CCNA R&S (in progress)

Activities: Develop web applications for personal growth and use