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JULIANO PERIN



FULL STACK WEB DEVELOPER

SUMMARY

Analytical Technical Support adept at resolving complex computer issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Troubleshoot, resolve and document user help requests for desktop, laptop, mobile, network and peripheral problems.

SKILLS

- Semantic HTML
- CSS / SASS
- JavaScript / ES6+
- Command line / npm
- Bootstrap / JQuery
- Git / Github
- JSON / AJAX / XML
- Cross-browser Compatibility

EXPERIENCE

Tutor in The Learning Center Department | 08/2019 to Present

ASA College - New York, NY

- Provide exceptional customer service to clients on inbound and outbound phone calls
- Troubleshoot and resolve Bloomberg terminal related issues
- Identify, research and resolve customer issues using proprietary company software

- Escalate customer calls to appropriate departments

IT Help Desk Technician | 01/2019 to 06/2019

ASA College - New York, NY

- Provided support and problem resolution for students and staff
- Provided daily technical support for e-mail, network connectivity and peripheral equipment
- Set up of conference facilities (video and tele-conference), and provided technical support
- Installed and configured printers, computers, projectors and phones

International Student Coordinator | 01/2017 to 12/2018

ASA College - New York, NY

- Expert in handling admissions, registrations, accommodations, and placement activities
- Excellent multi-tasking, communication, and job prioritizing skills
- Adept in delivering presentation to small and large groups of students
- Assisting overseas students with immigration issues and obtaining student visas

Sergeant | 10/2010 to 05/2016

Brazilian Armed Forces - 10th Cavalry Regiment CMec -
Bela Vista, MS - Brazil

- Expert in tactical and technical guidance
- Developed and led training programs in preparation for combat for 400 soldiers per year
- Accounted and maintained 2,7 million dollars of equipment with zero losses

EDUCATION

Borough of Manhattan Community College| New York, NY|
Associate of Science in Information System (In progress)
EsSa - School of Sergeants of Arms | Três Corações, MG -
Brazil | Bachelor of Science in Military Science