KEVIN G. SALINAS

CONTACT

Kevin G. Salinas

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EDUCATION

B.S. IN INFORMATICS

University at Albany, DEC 2016

Major: UX Design &
Social Media Analytics
GPA: 3.42

Organizations

ACM, Base^64, ASIS&T, GreenScene,
Rockefeller, Advistment Services

Projects

NY State Concourse Gallery
Redesign
Albany Law Map API
NY.GOV Redesign

SKILLS

UX/UI Design   HTML/CSS

Photoshop   InDesign

Prototyping   Wireframes

Git   mySQL

Bootstrap   Javascript

System Administration

Content Management

PROFILE

A master of Apple & Microsoft hardware/software with a passion for design. I love to integrate simple designs solutions into real-world applications to create user-friendly environments.

EXPERIENCE

THE STATION MEDIA / DINER MUSIC / MUSIC PLAYGROUND | FROM JAN 2019 - PRESENT
IT & Operations Manager
Oversee and direct day-to-day activities of all companies on this floor, making sure our system, security, and infrastructure are maintained properly. Respond to all user help desk requests. I use a range of System Admin tools such as mySQL, Git, SplashID, IP Scanner, NetAdmin, ARD, Slack, and all of G-Suite. Also, in charge of Web Design, Development, and Operations of all of our websites, managing the content that get updated, testing out new features and working with third-parties to maintain our backend. We have remote servers that we use for backup as well as onsite and we perform network infrastructure upgrades.

ENJOY | FROM JUN 2018 - DEC 2018
Field & Fulfillment Expert
Enjoy is a startup company that's changing the way products are delivered at home. We partner with different brands to provide a full setup experience, answers questions, and carry a mobile inventory with extra products so we can bring the store to the customer. I am certified in AT&T POS, Sonos Hardware & Software, Magic Leap Virtual Reality, and Google Hardware & Software. We use G-Suite and Slack to communicate, and our own in-house apps to manage inventory and deliveries. Our in-house app allows us to conduct routine audits of inventory levels to maintain accuracy, pick, pack and fulfill orders, and load inventory to our vehicles.

APPLE, INC. | FROM OCT 2015 - MAY 2018
Genius
Also known as a Senior Technician, being a Genius at Apple means you become a resource on the floor, find ways to improve the customer experience, and properly train and develop the team–with mentorship roles set up, quarterly meetings, and metric reviews. While delivering an exceptional customer experience, I also diagnosed and troubleshot issues on the spot, provided options, explained potential solutions, all in a fast-paced, crowded environment. Juggling multiple customers was a major part of my job and was essential to my success, so much that it became second nature. I provided feedback, set up development goals for my team, prioritized customer's needs as needed, was always able to deescalate situations, and make quick decisions in the moment.

Technical Expert
A master of iOS and MacOS for both hardware and software troubleshooting. I went through extensive training where I was able to learn the hands-on repair aspect of iOS and MacOS devices. I learned the inside and out of these devices and can fix just about any issue known to Apple Hardware or Software. I did hands-on repairs on all models of iPhones and Macs within a timely fashion. Kept track of repairs that came in, prioritized by appointment time and necessity, assessed our Genius Room environment and saw if changes needed to be made to have a fast and productive pace.

ROCKEFELLER COLLEGE | FROM SEPT 2016 - SEPT 2017
Web Master & Content Manager
Managed and updated website for Rockefeller College and individual departments. Used Dreamweaver and FTP software to update the websites in real time. Created templates with HTML/CSS & JavaScript to align with the University's theme. Worked on multiple projects concurrently and supported various directors with different goals and perspectives on how to generate more user interaction.

UNIVERSITY AT ALBANY | FROM MAY 2016 - JAN 2017
Web Developer
Revamped and optimized department website for the Advisement Center. Introduced new features that made information easier to access and maneuver. Created wireframes and brought them to life, coding them from scratch. Used content management software OpenText/RedDot, to update multiple pages at once and create content specific webpages.