**Kishon Diaz**

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**SUMMARY OF QUALIFICATIONS**

Exceptionally creative and dependable Entry Level Web Developer and military Veteran with superb work ethic. Broadly and deeply knowledgeable in a wide variety of computer languages as well as the principles and techniques of website construction and maintenance. Proficient in developing databases, creating user interfaces, writing testing codes, troubleshooting simple/complex issues, and implementing new features based on user feedback.

**SKILLS**

* Ability to work with clients to develop the overall look and design of a website.
* In-depth understanding of the entire web development process (development, deployment, and web security).
* Familiarity with software like Adobe Suite, Photoshop and content management systems.
* Understanding of layout aesthetics .
* Writing website code with programming languages such as HTML, C++, CSS, JavaScript, PHP and jQuery.
* Producing, maintaining and modifying websites and user interfaces.
* Incorporating applications, graphics, audio and video clips into client websites.
* Ability to create and consume Square and JUCE
* Comprehensive knowledge of GIT, Linux, and Kibana.
* Familiarity with MySQL
* Versed in agile methodologies , software development, and life cycle management.
* Problem resolution focused and leadership skills honed from military training.
* Creating tools that enhance the user’s website experience.
* Ensuring websites are accessible across many platforms, including laptops and smartphones.
* Routinely testing websites for ease of use, speed and other quality factors.
* Strong knowledge of Microsoft Office suite and Macromedia Dreamweaver MX.
* Excellent grasp of and experience in XML integration.
* Sound familiarity with using MySQL and MS Access in database design and SQL.
* Solid verbal and written communication skills.
* Experience with React and Angular

**Portfolio:**

<https://github.com/kishonadiaz>

**WORK EXPERIENCE**

**Information Technology Contractor ,** PayLess Insurance, Fort Lauderdale, FL **(Part-Time) 03/2017 - Present**

* Perform installation and maintenance of IT systems (computers, printers, and fax machines) for an auto, home and commercial insurance company located in the Broward County area.
* Respond to various tech support issues both over the phone as well as on site.
* Troubleshoot any and all software, hardware or workstation related equipment issues that arise.
* Install, configure and support Microsoft Office suite and email for end users.
* Provide exceptional customer service while carrying out daily IT-related duties.

**Information Technology Contractor**, Medix, Lauderhill, FL **(Part-Time)**  **03/2017 – Present**

* Computer Installation and software management
* Printer installs and configurations of WYSE and routers.
* Operating system imaging from internal servers for XP and Windows7.
* Troubleshoot and configure printers and printer sharing

**Web Developer Freelance**, Medallion Party Rentals, Tampa, FL. **(Part-Time)** **03/2021 – Present**

* Edited HTML/CSS/JavaScript and plugins via WordPress/WPengine
* Communicated with clients remotely and identified project specs and reviewed user interfaces and web development concerns
* Handling various projects on different stages of development (WordPress, Angular, Python)
* Developed UI/UX strategies that include wireframes and mockups and for small and medium-sized enterprises.

**Programming Contractor,** Doc-Solutions, Fort Lauderdale, FL, **(Full-Time)** **03/2023 – Present**

* Develop html/CSS/JavaScript for various projects using Adobe Creative Suite CS5, jQuery, jQueryUI, ASP.NET, JSP.
* Create JavaScript scripts to validate document format, identify specific errors, and more easily navigate the client environment.
* Ensure consistent page appearance/behavior across multiple browsers (IE6+, FF, Chrome, Safari).
* Research, investigate and fix a wide range of technical issues using a process such as debugging.
* Write new maintainable and extensible code using C# to update performance enhancements of web applications.
* Involved in business meetings for requirement updates and development progress.

**Tech Support Tier 1,** Cendyn, Boca Raton, FL, **(Full-Time) 03/2022- 08/2022**

* Troubleshoot and resolve nextguest, einsight issues escalated from customer support and other departments with a 100% success rate.
* Resolve customer complaints and concerns with strong verbal and negotiation skills.
* Created and improved procedures and processes used to effectively find hotels in the nextguest @mail improving search time.
* Review tickets and respond to end-users appropriately and within establish standards; resolve open tickets in a timely and professional manner, ensuring a positive client experience and high Cendyn.
* Perform upgrades, installation of software, and assistance with troubleshooting.

**Programming Contractor,** Helix Technology Group Inc., Fort Lauderdale, FL **(Full-Time)** **08/2021 – 02/2022**

* Working on the development of software platforms, testing software products, and report test results to supervisor.
* Provide beneficial IT support and assistance to assigned client base in Broward County
* Perform other duties as assigned by manager such as device installation and programming.
* Remotely programming multiple forms via WordPress for sites that the company manages for given services.
* Installed and maintained various network services and related equipment and devices.

**Arcade Technician ,** Swap Shop, Fort Lauderdale, FL , **(Full-Time) 04/2018 - 08/2018**

* Installed maintained, and repaired arcade games for the Arcade Gallery at the Swap Shop.
* Maintained 35+ complex arcade cabinets using conventional and non-conventional techniques by locating hardware and software malfunctions.
* Assisted guest with any problems or questions regarding the games by diagnosing, troubleshooting, and repairing to maintain high quality guest service and safety.
* Disassembled equipment and repaired or replaced loose, worn, or defective components using hand tools.
* Assisted customers with riding machinery and gaming systems
* Provided superior customer service while keeping facility clean.

**Front End Web Development Intern,** Broward College, Fort Lauderdale, FL  **(Full-Time) 06/2017 - 10/2017**

* Developed new and key features for the CSE-Talk website, working closely with the Senior Programming Director.
* Created website layout/user interfaces by using standard HTML/CSS practices.
* Located and fixed inconsistencies through exercise of knowledge in different web browsers and their capabilities in terms of rendering CSS, HTML, and JavaScript.
* Collaborated with back-end developers and web designers to improve usability and to make wireframes from conception to implementation.
* Helped back-end developers with coding and troubleshooting.
* Advised 7 teammates on the technical feasibility of pending designs.

**Full Stack Engineer Intern,** Student Debt Doctor, Fort Lauderdale, FL  **(Full-Time) 03/2017 – 05/2017**

* Developed custom plug-in and add ons for web application called Sugar Suite Customer Relationship Management (CRM) using PHP, JavaScript and HTML that allowed for the company to keep track of customers, sales and revenue saving employees time in manual labor.
* Worked across the software development cycle to gather user requirements and build/maintained the code for the Sugar Suite CRM.
* Optimized applications for maximum speed and scalability.
* Validated 100% of user input before submitting to the back end.
* Diligently worked to ensure all customer data strictly adhered to HIPAA guidelines.

**Dispatch**, Comcast, *Pompano, FL* **01/2013- 12/2013**

* Answered, coordinated, diagnosed, and troubleshoot incoming calls for 15+ Comcast technicians, daily.
* Utilized internal Comcast software for activating modems and internet connections.
* Evaluated Comcast service orders to ensure Legitimacy and accuracy.
* Used Cable Data applications to perform the following account updates such as rescheduling job, noting customer account, and reading to understand the customer's needs.
* Provided timely resolution of problems or escalation on behalf of the customer to appropriate technical personnel.
* Maintained, optimized and utilized Comcast equipment and tools for efficient and effective troubleshooting and resolution.

**Comcast Technician**, Comcast, *Pompano, FL* **02/2008 – 12/2012**

* Perform new installations and upgrades. Recommend system layouts for customers purchasing multiple set-up options, as well as successfully troubleshoot and repair installations and customer equipment problems.
* Maintain a professional appearance with self and vehicle. Wearing all personal safety equipment at all times. Maintain all tools, equipment and company vehicle used during the installation process.
* Surpassed 3 tier Comm Technician status within 2 years, received recognition of excellence.
* Accurately recorded and documented required data on work orders, surveys and referrals.
* Identified and communicated issues with management for positive resolution and process improvement; performed quality analysis and communicated findings to project manager for swift resolution.
* Conducted equipment inventory and generated/submitted appropriate reports.
* Trained new hires in all aspects of the communication business and guided with patience and respect.

**MILITARY TRAINING**

**Aviation Electronics; Lance Corporal**, US Marine Corp; Honorable Discharge **(Full-Time) 08/2005 to 12/2006**

* Test and troubleshoot instruments, components, and assemblies, using circuit testers, oscilloscopes, or voltmeters.
* Keep detailed records of maintenance and repair work.
* Adjust, repair, or replace malfunctioning components or assemblies, using hand tools or soldering irons.
* National Defense Medal, Letter of Appreciation, Marksman Marksmanship Badge

**EDUCATION**

**Bachelor of Applied Science, Information Technology** - Web Development Program, Broward College **12/2022**

**Associate in Science, Computer Information Technology**, Broward College **05/2012**