


CONTACT

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 luisfff29@gmail.com

 Wylie, TX

 [Linkedin](#)

 [Portfolio](#)

 [Github](#)

EDUCATION

Full Stack Web Development Certificate

Kenzie Academy
Indianapolis, IN | 08/2020

CompTIA, Microsoft, and Linux Certifications

MyComputerCareer
Dallas, TX | 06/2019

LANGUAGES

English

Spanish

SKILLS

Python	HTML5
Javascript	CSS3
Node.js	Bootstrap
Django	Semantic UI
React.js	API
SQL	Linux
Git	Windows

LUIS FUENTES

Software Engineer | CompTIA Certified

Skilled at writing well-designed, testable and efficient code using current best practices Web Development. Problem solver with a commitment to achieve and exceed goals set forth by customers and administration. Fast learner and hard worker who is proficient in an array of scripting languages and multimedia Web tools.

EXPERIENCE

Operating Sys Analyst Lead

Citi | Irving, TX | October 2020 - Current

- Perform 1st level support and escalate issues to Tier II support if unable to resolve through initial triage and troubleshooting that are within the Command Center operating procedures for Latin American countries business environments to ensure all Quality Initiatives and SLA were achieved daily
- Use monitoring systems to provide the Command Center Management and Technical Support teams an immediate health check on the technology infrastructure that may be involved in the incident
- Provide effective response when answering phone calls into the CTI Command Center Hotline.
- Maintain procedural documentation update up to business specification from Spanish to English
- Perform change task review, acceptance, and implement change tasks when due

Associate

Global Asset, LLC | Carrollton, TX | August 2019

- Staffing support to help out campus technicians at Rockwall Health and Rockwall High School to assist them with Chromebooks
- Skilled at new software and hardware installations, making customer satisfaction a priority

Overnight Stocker | Department Manager

Walmart | Sachse, TX | April 2016 - October 2020

- Oversaw inventory, including follow-up on shortages and maintain minimal inventory for cost reductions
- Resolved various product or consumer complaints with excellent communication skills and customer service
- Developed strategies and plans to achieve greater sales results through business analysis, action planning, effective
- Received 2 performance awards “Walmart Safety Associate of the Month” and “Clean, Fast & Friendly Associate of the Month”