

ROEMELLO GERARD SCOTT

IT SPECIALIST



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(725) 208-7222

I'm experienced with LAN, WAN, VPN, and Wireless setups, and I'm comfortable with Windows and Mac Operating Systems. I know how to manage Active Directory, troubleshoot network issues, and I'm skilled in JavaScript and Python. My understanding of cybersecurity practices keeps me vigilant, and I'm always eager to learn new technologies to stay current in the IT field.

EDUCATION

Cisco
Apr'23 - May'23

Cisco Packet Tracer Course

Apr'18

COMPTIA Network+

TryHackMe
Feb'23 - Aug'23

**74-hr SOC Analyst course
121-hr Jr Penetration Tester course**

App Academy
May'22 - Jan'23

**1000-hr full-stack software
engineering course**

Jan'18

COMPTIA A+

College of Southern
Nevada Jan'16 - Jan'17

Associate's Degree in Computer Science

SKILLS

Python, JavaScript, Curl, Git, OOP,
HTML, CSS, Active Directory, Azure,
API Integration, Hyper-V, Incident
Response, Windows Server, Threat
Analysis, Network Security: (IDS &
IPS), Postman, AWS, Linux Command
Line, Bash
Scripting, Regex, TCP/IP, Subnetting,
Wireshark, Load Balancing, Firewall
Management, Analytical
Thinking, Adaptability, Attention to
Detail, Client Communication

PROJECTS

KORONA.cloud - Add Product Management System

Technologies Used: HTML, CSS, JavaScript, API Integration

Project Description: Developed a web application for managing products in the KORONA.cloud system. The application allows users to add products, perform checks, and retrieve information from the KORONA cloud through API calls.

Created a responsive design using HTML and CSS with a light orange background theme.

API Integration: Integrated with the KORONA.cloud API using JavaScript to fetch, add, and check products.

Product Management: Implemented functionalities to add products and automatically generate numbers to ensure data integrity.

Validation and Checks: Developed validation checks to ensure the existence of products and fetch all products from the API.

KORONA.cloud - KLN Korona Loyalty Number

Technologies Used: HTML, JavaScript, CSS

Project Description: "kln" is a web-based application designed to allow customers to input their information on a customer-facing screen. It includes a cashier interface, keyboard interactions, and integration with the Korona plugin API, utilizing HTML, JavaScript, and CSS to create an intuitive user experience.

Customer Interface: Created a customer-facing interface allowing information input, enhancing the point-of-sale experience.

Responsive Design: Developed a responsive design using HTML and CSS with a theme that aligns with the project's requirements.

API Integration: Integrated with the KORONA.cloud API using JavaScript (korona-plugin-api.js) to enable customer interactions.

Validation and Checks: Ensured proper validation and checks within the application to maintain data integrity and user experience.

EXPERIENCE

ADVANCED TECHNICAL SUPPORT

Combase | KORONA POS USA | Jan 2023 - PRESENT

- Provided remote support to over 100 customers per week via phone, email, and remote desktop tools, resolving technical issues efficiently and effectively.
- Monitored systems and proactively addressed any potential issues, ensuring that customers experienced minimal downtime and disruption.
- Established positive relationships with customers, providing them with personalized support and going above and beyond to resolve technical issues and meet their needs.
- Working closely with development and engineering teams to resolve complex technical issues.
- User Education: Educating users on best practices and how to utilize systems effectively.
- Patch Management: Ensuring that systems are up-to-date with the latest patches and updates.
- Integration Support: Assisting with the integration of various systems and applications.
- Automation of Support Processes: Implementing automation to streamline support processes and enhance efficiency.
- Technical Documentation: Creating and maintaining detailed technical guides, manuals, and knowledge base articles.
- Remote Support: Utilizing remote access tools to diagnose and fix issues in real-time.

Inventory Control Specialist

ZenLeaf LLC | Mar 2020 - Sep 2022

- BioTrack Software Proficiency: Expertise in using BioTrack for inventory tracking and management.
- Data Analysis: Analyzing inventory data to forecast needs, identify trends, and make informed decisions.
- Technology Integration: Utilizing other software and technology tools that may integrate with BioTrack.
- Reporting: Generating regular reports on inventory status, sales, and compliance.

GEEK SQUAD REPAIR AGENT

Bestbuy | Aug 2015 - Dec 2017

- Diagnosed technology issues through various troubleshooting activities including the use of specialty software.
- Install and configure virtual machines on client devices.
- Ship and receive customer repair shipments. Install hardware and software.