Leonardo Prates

Hayward CA 94544

(702) 498 - 0327

hello@odran037.io
http://odran037.io

Skills

Systems: Windows, OS X, Linux

Web: HTML 5, CSS 3, Javascript, Angular, Node, Express, jQuery, Firebase, MongoDB,
  - Basic: React, Meteor, Ruby, Python and C++(Arduino), RethinkDB, MySQL, Apache

Protocols: TCP/IP, DNS, DHCP, Ethernet, FTP

Education

DevMountain, Provo, UT – 2015
Fullstack web development - MEAN Stack

FreeCodeCamp, Online - 2015
Fullstack web development - MEAN Stack

Experience

Senior Remote Support – Weebly - FL 2013 – Current
Responsible for providing chat and email-based support to customers relating to website design, ecommerce, email and domain DNS setup. Resolve billing issues and assist customers purchasing different products and solutions to suit their needs. Also responsible for assisting other support agents with issues and questions that require advanced support.

IT Specialist - Freelance - Orange City, FL 2006 – 2013
Notebook and desktop repair, Home network installation and security implementation. Printer, copier and fax installation and repair.

IT Specialist - CompTech Care - Fort Myers, FL 2007
Provided notebook and desktop repair, network management services, implemented off-site data backup, remote assistance, designed diagrams of small and medium business networks. Set up servers, routers, switches, hubs and VPNs.

Customer Service Engineer - Sal Serv., Xerox - Naples, FL 2001 – 2002
Performed full range of maintenance, technical diagnostics, software loads, installation, removal, retrofit of Xerox products and customer call assistance, provided customer training on assigned products in accordance with current field procedures and responsible for assigned company assets (i.e. parts, tools, communication and computing devices, vehicles).

Languages

Languages English: Fluent, Portuguese: Fluent, Spanish: Basic, Arabic: Basic

References

Available upon request