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Summary: Professional, self-starter and knowledgeable Web Developer with proven ability and passion to drive business quality, results, and accountability. Bringing a “people first” approach to web development utilizing an exceptional understanding of adult learning principles, project management and cross functional collaboration. Experienced in training for technical problems with Computers, software, hardware and medical devices and resolving issues with front and back-end web development.

Technical Skills

Ruby on Rails	Node.js	HTML/CSS
PostgreSQL	React	Project Management
End-User Training	Team Training	Employee Development

Projects

Nomster

A yelp-like webapp that allows for users to add their favorite local food go to. They can update, rate and comment on not only their own submission but other user submissions. Built with the Ruby on Rails framework leveraging PostgreSQL.

<https://nomster-robert-adame.herokuapp.com>

<https://github.com/radamejr/nomster>

Flixter

A webapp that hosts educational courses for various topics. Teachers can signup and upload their courses, manage the courses individual lessons and upload videos for each lesson. Features premium and free content. Built with the Ruby on Rails framework leveraging PostgreSQL.

Built using Ruby on Rails and Javascript.

<https://flixter-robert-adame.herokuapp.com/>

<https://github.com/radamejr/flixter>

Got it MEMO-rized?

This application is a showcase of using React in order build out a Sticky Note style web-application. It highlights using Create React App and leveraging the power React has in Web Applications.

<https://got-it-memorized.herokuapp.com/>

<https://github.com/radamejr/got-it-memorized>

Professional Experience

Advantage Resourcing, Tempe, AZ

May 2019 – Current

Technical Support Representative

Work directly with clients customers to identify, triage and resolve issues related to key manufacturing devices and programming vehicle car keys.

Dexcom, Tempe, AZ

May 2017 – May 2018

Interim Technical Trainer (August 2018 – Current)

Partner directly with senior trainer to conceptualize, develop and facilitate classroom training content; and partner with SMEs and leadership across multiple departments.

- Facilitated training on site at third party vendor locations
- Maintain existing training content to keep up with department changes
- Successfully developed and deployed improved new hire training model

Technical Support Representative (May 2017 – August 2018)

Assisted patients on inbound technical support calls via diagnosing, troubleshooting and resolving issues reported.

Documented all interactions within a CRM environment.

- Develop and maintain, via survey feedback, tools for production floor
- Selected and led to success multiple product launch SME groups, which successfully launched and dispersed information to the department
- Hand picked for mentoring and developing new hire agents once finished with new hire training

Cognosante, Tempe, AZ

January 2017 - April 2017

Outreach Supervisor

Developed and trained a team of outbound agents to consumers regarding the 1095-A tax form. Analyzed case data to ensure quality resolution was provided. This included: One on One coaching sessions, Group Coaching and handling escalations. Documented all employee interactions to track development progress.

- Built and created tools and documentation to increase efficiency by 35%
- Document employee interaction to monitor growth, development and promote efficiency
- Cross team collaboration to increase overall focus and success with consumer care
- Lead team to exceed expectations of existing KPI's

ARRIS / Pace / 2WIRE / Volt, Tempe, AZ

February 2010 – October 2016

Technical Trainer (February 2015 – October 2016)

Developed and facilitated training content within an LMS system to over 250 new hire technical support representatives averaging in 15-20 count classes. Facilitated continued education to over 200 tenured technical support representatives.

- Maintain 95% average new hire satisfaction with training
- Support quality of material through feedback and updates
- Ensured effectiveness through feedback with production floor

Technical Support Supervisor (October 2011 – February 2015)

Developed and trained a team of inbound agents to resolve consumer issues regarding VoIP, TV and internet services. This included: one on one coaching sessions, group coaching and handling escalations. Documented all employee interactions to track development progress.

- Developed and deployed post new hire training model to great success
- Increased overall performance of new hire trainees post classroom
- Coach, mentor and develop technical support representatives, with team sizes of 14-20 agents, to meet and exceed center KPIs

Technical Support Representative (February 2010 – October 2011)

Provide world class advanced technical support for home and business networking solutions over the phone for client customers. Resolved issues related to VoIP, TV and internet services and documented interactions within a customer CRM and proprietary software.

- Exceed KPI performance in customer satisfaction and first call resolution
- Selected to help launch new software and products to success
- Hand picked to assist with multiple lines of business due to exceptional performance
- Exceeded call quality monitoring expectations

Education

UNIVERSITY OF ARIZONA - (2019)

Certificate, Full Stack Web Development

COLLINS COLLEGE — Tempe, AZ (2008 - 2009)

Associate of Science in Information Technology