

Raymond Rodriguez

Aspiring Computer Programmer

Effective at supporting team needs with high-quality code, energy and excitement. Exceptional subject matter expertise and collaboration skills. Skilled programmer and complex problem-solver experienced as a help desk technician.



Work History

2019-06 -
2019-09

Customer Service Specialist

Sprint, Jersey City, NJ

- Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status.
- Assisted call-in customers with questions and orders.
- Collaborated with shipping department staff to facilitate smooth materials returns to correct vendors.
- Educated customers on promotions to enhance sales.

2019-06 -
2019-09

IT Technician

Start Up Company, Clifton, NJ

- Configured hardware, devices and software to set up to customer needs
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Maintained and monitored server room, wireless network and other server infrastructure, keeping systems running effectively and efficiently.
- Removed and replaced malfunctioning components to correct hardware problems.

2016-03 -
2017-01

IT Technician

Saint Peter's University, Jersey City, NJ

- Maintaining or repairing equipment Implement or perform preventive maintenance, backup, or recovery procedures to computers and Avaya phones.
- Troubleshooting computer, Setting up computer security measures on computers Configuring computer networks Offering technical support on-site or via phone or email Installing hardware and software systems Create electronic data backup using spreadsheets to prevent loss of information.



Education

2019-09 -
Current

Bachelor of Science: Computer Science

Western Governors University - Salt Lake City, Utah

- Dual major with computer science and math
- Minor in business

2017-01 -
2018-12

Transfer: Computer Science

New Jersey Institute of Technology - Newark, NJ

- Coursework in web development, management information systems and python
- Part time student
- Minored in business
- Inductee to honors society

2015-05 -
2017-01

Transfer: Computer Science

Saint Peter's University - Jersey City, NJ

- Honors Program
- Dean's List 2015-2016
- Recipient of ACE Scholarship
- Inductee of the National Society of Leadership and Success
- Member of Knights of Columbus



Personal Info

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LinkedIn

<https://www.linkedin.com/in/raymond-rodriguez-a144>

WWW

<https://www.linkedin.com/in/raymond-rodriguez-a144>



Skills

Android development (Kotlin)



ios development (Swift)



C++



Java



Web development (Jquery and CSS)



Business management



Photography



Languages

Spanish



English



French

