

# Luis Robles

IT Professional

## Contact

### Address

Orlando, FL

### Phone

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### LinkedIn

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## Technical Profile

- HTML
- CSS
- Bootstrap
- JavaScript
- Node.js
- jQuery
- Express
- REST
- React.js
- MySQL
- MongoDB
- GitHub
- Git
- Postman
- Python
- Microsoft Office
- Linux Command Line

Results-driven IT professional with hands-on experience in web development and technical troubleshooting. Earned a coding certificate from UCF, gaining proficiency in HTML, CSS, JavaScript, Node.js, and responsive web design. Developed strong analytical thinking and customer service skills by diagnosing technical issues and implementing effective solutions. Adept at explaining complex technical information clearly to a broad audience. Seeking a role as part of an energetic technology team where I can apply my technical expertise. Enthusiastic to take on challenges in web development, IT/Tech support and related.

## Work History

### 2006-11 - Musician

Present

*Orangewood Presbyterian*

- Lead guitarist
- Track Sequences

### 2015-01 - Data Center Technician

2023-03

*Pomeroy IT Solutions*

- Resolved technical issues and provided customer support
- Gained experience with Linux command line and Python scripting
- Managed team of 3 technicians and coordinated data center projects.

### 2006-03 - Instructor / Engineer

2009-06

*TalkingTabs*

- Provided customer service and technical support
- Troubleshooting and quality assurance skills
- Contributed to product testing and enhancements

### 1987-08 - Enterprise Reporting Analyst

2005-12

*Suntrust Service Corporation*

- Generated timely, accurate reports for end users utilizing report writer software, Focus and EasyTrieve Plus
- Troubleshot code errors, software, and hardware issues to assist end users
- Provided phone-based customer support for technical issues
- Onboarded new customers by setting up mainframe points, RISK, and Calendars

# Skills

Teamwork and Collaboration

Critical Thinking

Research & Analysis

Creativity & Innovation

Attention to Detail

Technological Proficiency

Flexibility & Adaptability

Organization and Time

Management

Decision-Making

Cultural Awareness

Excellent Communication

Good Telephone Etiquette

- Gained valuable experience in report writing, troubleshooting, and customer service.

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## Projects

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### Heartfelt-RSVP (Bootcamp group project)

GitHub: <https://github.com/MikeK1639/Heartfelt-RSVP>

Description:

- Developed wedding RSVP management website as part of 12-week bootcamp curriculum.
- Contributed to front-end design and back-end coding.
- Gained experience with web development collaboration using GitHub.
- Technologies: HTML, CSS, Bootstrap, JavaScript, Node.js, Express.js, MySQL

### Player 1 Reads (Bootcamp group project)

GitHub: <https://github.com/EGARRISXN/Player-One-Reads>

Description:

- Created book suggestion web app as part of bootcamp curriculum.
- Assisted with front and back-end development.
- Practiced retrieving API data and organizing code structure.
- Technologies: HTML, CSS, JavaScript, Node.js, Express.js, Google Books API

### Tech Blog (Bootcamp individual project)

GitHub: <https://github.com/robles1999/lerobles-tech-blog>

Description:

- Built a basic CMS-style blog site to manage blog posts and comments.
- Developed as an individual project to practice full-stack skills.
- Technologies: JavaScript, Node.js, Express.js, MySQL, Handlebars.js

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## Education

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### **Certificate: Web Development**

*University of Central Florida - Orlando, FL*

### **Certificate: 8-hour Complete SQL Bootcamp**

*Udemy - Online*

### **Certificate: 16-hour Linux Command Line Bootcamp**

*Udemy – Online*