

Luis Robles

IT Professional

Contact

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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

1998-06 - 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.

Projects

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

Education

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