Roger E. Cerpa

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LinkedIn - https://www.linkedin.com/in/roger-cerpa/
GitHub - https://github.com/rogercerpa
Portfolio - https://rogercerpa.github.io/portfolio-rc/

Philosophy:

Do the right thing, be honest, be humble, be patient, disciplined and persistent but more importantly, always have faith that in the end, it will all work out perfectly for you. Enjoy the process.

Skills:

Technical Skills:

- HTML, HTML5
- CSS - frameworks - Bootstrap, Bulma
- Vanilla JavaScript
- Jquery, Node js
- API, get-put-post
- GitHub, Command prompt, Git Bash

Personal:

- Languages: Fluent English, Fluent Spanish
- Strong oral and written communication skills (English and Spanish)
- Strong work ethic
- A dedicated and loyal employee
- Team Player
- Motivated Self-Starter

Software:

- Adobe XD-Web App Design-Beginner Level
- Microsoft - Outlook, Word, Excel, and PowerPoint.
- Bluebeam, Adobe PDF edit.
- Adobe Lightroom
- AutoCAD
- Visual Studios Design Software

Work Experience

Design & Application Engineer

| 09/1/2016 – Present | Acuity Brands | Conyers, GA |

Job Duties:

- Design Lighting Control systems that meet local electrical/lighting codes and customer requirements; deliverables include but not limited to Layout, One-line, wiring diagrams, system installation drawings, Quotes, System programming instructions, Installation guides, Submittal package.
- Supporting overall project lighting control design, estimate and proposal development.
- Assist customers with lighting control questions (email, conference call, webinar training sections).
- Provide Software and Design tools training sections for our customers.
- Manage international projects (Latin America), design, assist and provide training courses to the customer on Lighting Controls.
- Translate (to Spanish) all documentation required for a Lighting Control Designs.

Technical Support Specialist
     04/1/2015 – 8/31/2016   Acuity Brands   Conyers, GA

Job Duties:

Responsible for providing excellent technical service to a customer experiencing difficulties mainly on lighting control system installation and programming. I provided suggestions on equipment applications, troubleshooting, and installation.
My job focus was to make the customer feel satisfied with their lighting control system by providing answers to all of their concerns.

- Acuity Brands Lighting Controls installation, troubleshooting, and application adviser.
- Help the customer program their Lighting Control system via Dial-in modem connection, push-button programming or remote desktop control.
- Email assistance: helped customers via email with accurate information to meet and exceed customer expectations.
- Build electrical wiring schematics for customers. To help the customer understand more clearly the configuration and installation of the lighting control equipment.

Field Service Technician
     11/14/2011 – 03/27/2015   H I Solutions, Inc.   Kennesaw, GA

Job Duties:

Responsible for providing field commissioning services, installation, troubleshooting, repair, system optimization, and end-user training of the H I Solution HVAC controllers and Eaton Lighting Controllers.
Hard Work to meet and exceed customer expectations of the control system.

- Troubleshoot and repair equipment to ensure our customers receive a superior level of service.
- Conduct training seminars on the proper operation, maintenance, and repair of equipment for customers, representatives, and employees.
- Review and evaluate the installation of the equipment prior to start-up to confirm all of the necessary steps have been taken to assure proper operation.
- Mastered all software requiring to provide accurate system configurations as the customer requested.
- Maintain all service equipment including all test equipment, tools issued to meet specifications including EBE, ISO requirements, etc. in good working condition and maintain sufficient inventory to respond to standard calls.
- Provide remote technical support via phone or email to external customer.

Education

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Full Stack Web Developer - Certificate
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Nov 2019 - Present   Georgia Institute of Technology Coding Bootcamp   Atlanta, GA

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Associate of Science Degree in Computer and Electronics Engineering - Diploma
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Nov 2009 – Dec 2011   ITT Technical Institute - Honor Student   Kennesaw, GA