Roger O Riverol

Software Developer - Cloud Engineer

305-219-3287 | rogerriverol15@gmail.com | linkedin.com/in/rogerriverol | TS/SCI with CI Polygraph

Professional Summary

Professionally accomplished IT expert with seven years of experience in the U.S. Air Force. Skilled in managing critical aspects of information technology, from security compliance and web/mobile application development to network administration. Recognized for spearheading impactful projects and ensuring operational functionality while adhering to established security protocols. Seeking a role in Software Development or Cloud Engineering to further utilize my expertise and experience.

Relevant Skills

- JavaScript
- React/React Native
- MongoDB
- CI/CD

- Swift
- Python
- Agile
- Git

- AWS
- Azure
- Windows
- Linux

- IT Support
- System Administrator
- PKI
- Information Security

Experience

SYSTEM ADMINISTRATOR SUPERVISOR | U.S AIR FORCE | LACKLAND AFB, TX | OCTOBER 2022 - PRESENT

- Lead a team of 12 members overseeing the life cycle of account creation, Security Technical Implementation Guides (STIGs) compliance, token issuance, and user troubleshooting for customers within the Intelligence Community.

- Manage and maintain PXE boot servers for streamlined computer imaging processes, reducing deployment time by 80%.

- Implement and enforce STIGS to ensure secure configurations and compliance with cybersecurity standards across 10,000 systems and devices within Lackland AFB.

- Conduct troubleshooting and resolve users' computer problems, applying technical expertise to ensure minimal disruptions and maintain operational efficiency.

SOFTWARE ENGINEER | U.S AIR FORCE | RAMSTEIN AB, GERMANY | MAY 2021 - OCTOBER 2022

- Developed on-demand software for the intelligence community, providing crucial support for data extraction tools, an advanced inventory dashboard, and a suite of dynamic mobile applications.

- Oversaw the entire lifecycle of "The Terminal - Ramstein AB" mobile app, revolutionizing communication and streamlining vital information for 54,000 service members stationed in the Kaiserslautern Military Community (KMC).

- Developed "Dorm Inspections," a mobile application that optimized dormitory inspections, achieving a 65 % reduction in inspection time. Provided technical expertise and guidance to junior developers, fostering a culture of continuous learning and improvement within the team.

- Collaborated with a team of six developers, driving the delivery of high-quality software solutions that consistently surpassed user expectations and met stringent deadlines. Implemented Agile software development methodologies to ensure code quality, scalability, and maintainability, contributing to the team's overall success.

System Administrator | U.S Air Force | Ramstein AB, Germany |April 2020 - May 2021
- Oversaw server performance, ensuring functionality and prompt troubleshooting to minimize downtime.

- Managed network operations, including a PXE boot server setup, SCCM management for efficient software deployment, and meticulous administration to ensure secure and seamless network operations.

Client Systems Technician | U.S Air Force | Ramstein AB, Germany | January 2017 - April 2020
- Conducted diagnostic tests and resolved hardware and software issues, ensuring operational functionality, and maximizing user satisfaction.

- Supported end-users via phone, delivering technical assistance and expert troubleshooting for diverse computer-related problems. Additionally, efficiently managed user accounts and reported issues using systematic ticketing systems, adhering to security policies, and ensuring a seamless resolution process.

Education

Software Development and Security B.A | University of Maryland Global Campus | March 2024

Information Systems Technology A.A | Community College of the Air Force | May 2021

Certifications

- AWS Certified Developer - Associate

- AWS Certified Cloud Practitioner

- Microsoft Certified: Azure Fundamentals

- Security +

Projects

DSN Europe App: Developed and launched the DSN Europe app, a purpose-driven application aimed at supporting U.S. military service members stationed overseas. This specialized app facilitates the conversion of Defense Service Network (DSN) numbers to readily accessible commercial phone numbers, streamlining communication processes for the military community. **Technology used: Swift | JSON | Github**

AF-WHtR Calculator: Created a waist-to-height ratio calculator using React . This vital tool accurately measures excess fat distribution in the abdominal region. The project aimed to enhance health awareness and support a healthier lifestyle within the military community. **Technology used: Javascript | React | MaterialUI | Github**