

Rolando Bernal

Software Developer

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EXPERIENCE

Nashville Software School (NSS), Nashville, TN

Software Developer Graduate

January 2015 - January 2016

- Intensive boot camp for software development.
- Gained experience with frontend and back-end technologies while building database-driven web applications.
- Collaborated on team projects using GitHub; produced solo capstones; developed pair programming skills through test-driven development

BenefitMall, Inc. Franklin, TN

Sr. Applications Support Analyst

April 2015 - Present

- Deploying code; diagnosing desktop applications, websites and web services.
- Maintaining servers and software, installing and configuring applications and websites on Windows Server 2008 & 2012, IIS 6.0, 7.0 and 8.0, Windows 7, and 8, SQL Server 2005, 2008 & 2014; and Citrix Metaframe 4.5, 5.0, 6.0 and Citrix Studio.
- Administration of Citrix servers, including the setup and the maintenance of new and existing clients.

Waller Lansden Dortch & Davis, LLP. Nashville, TN

IT Support Analyst

Sept 2013 - April 2015

- Handles incoming support calls and emails, and resolves issues or directs the issue to the correct staff member for resolution.
- Resolves technical issues including troubleshooting hardware (desktops, laptops, mobile devices, and printers) and software issues.
- Performs user administration duties (Exchange, Active Directory, SCCM, etc).
- Performs software testing, requirements gathering, bug investigation, training material development, and training.
- Reports, documents, resolves and/or escalates support requests.
- On-site and remote network and computer support
- 24/7 On Call Support

SKILLS

Front End: JavaScript, jQuery, AngularJS, HTML5, CSS3, Bootstrap, Jade.

Back End: C#, .NET, SQL, ASP.NET MVC, Web API, SQL Server, qUnit.

Development Tools: Command Line/bash, Git/GitHub, npm tools, Grunt, Agile Development Methodologies.

UX/UI Development: Customer and User Research, Research Methods and Analytics, Wireframe and Prototype, Visual Design (Hi-Fidelity), Usability Testing and Best Practices, Product Management.

EDUCATION

NASHVILLE SOFTWARE SCHOOL

JANUARY 2015 - DECEMBER 2015

UX/UI Software Developer

Intensive boot camp for software development.

TEPIC INSTITUTE OF TECHNOLOGY

SEPTEMBER 1996 - MARCH 2001

Bachelors of Science in Information Technology

Undergraduate program in the IT field, primarily focused on subjects such as software, databases, and networking.

CompuPay, Inc. Franklin, TN

Application Support Analyst

July 2010 - Sept 2013

- Offering advice on any technical issues within the core payroll systems or miscellaneous web sites of the company Serving as the primary support for 3rd-party software applications, as well as my company custom products.
- Performing software testing, requirements gathering, bug investigation, training material development, and training.
- Maintaining servers and software, installing and configuring applications on Windows Server 2003 & 2008 (x86 and x64), IIS 6.0 and 7.0, Windows XP, Vista, 7, and 8 (x86 and x64), SQL Server 2000, 2005, & 2008, and Citrix Metaframe 4.5, 5.0, 6.0.
- Deploying, and diagnosing desktop applications, websites, and web services
- Working in SQL with developers and DBA to test code changes to applications before pushed to production level servers
- Writing SQL scripts as needed to update/modify data or views to correct issues with client data or database issues
- Performing software upgrades
- Administration of Citrix servers, including the setup and the maintenance of new and existing clients.
- Reinforce SLAs to manage end-user expectations
- 24/7 On Call Support

Comcast Cable Communications Inc. Nashville, TN

Bilingual Customer Account Executive

June 2009 - July 2010

- Customer Service
- Customer Technical Support
- Customer Billing Support
- Sales

GLOBAL RESOURCES LTD.

System Support Specialist (Consultant)

2009 - 2009

- Responsible for upgrading all of the computer equipment (Hardware and Software)
- Required to install Desktops and Laptops at each company's location
- Required to inventory all equipment in place and pack up the old equipment

Sanmina-SCI Corporation. Huntsville, AL

IT Program Team Leader (Global Operations Support Team - North & Latin America, Europe and Asia - Pacific)

June 2006 - April 2008

- Manufacturing data systems (MDS) management and support - Progress & Java developments
- Monitored inter-server processes for Just In Time inventory transactions
- Monitored and resolved performance issues related to scheduling of processes and disk space utilization

PROJECTS

RE-Grocery-App (Front-End App)

PROJECT OVERVIEW: A web app that helps people that live under a budget get their groceries and still be under a budget.

PROJECT DETAILS: Languages: HTML, CSS, Bootstrap, JavaScript, jQuery, Node.js, Express.js, Heroku.

Code:

https://github.com/LandoB/RE_groceryapp

Book That Lesson! (Front-End App)

PROJECT OVERVIEW: A web app for students to help book lessons with their favorite Golf Instructors.

PROJECT DETAILS: Languages: HTML, CSS, Bootstrap, JavaScript, jQuery, AngularJS, AngularFire, Firebase.

Code:

<https://github.com/LandoB/Book-That-Lesson>

iMaintenanceTotal (Back-End App)

PROJECT OVERVIEW: A web app created with the goal to remind you about all things maintenance around your house, your car, your health, etc.

PROJECT DETAILS: Languages: HTML, CSS, Bootstrap, JavaScript, ASP.NET MVC, Razor, C#, .Net, SQL.

Code:

<https://github.com/LandoB/iMaintenanceTotal>

- Support of MDS interfaces with Oracle and other data warehouse systems
- Software support; Progress, Java, AIX/UNIX, Linux, Win NT, SQL
- Provided 24/7/365 second level support
- Personnel training
- In charge of documenting the Team's Knowledge Base and Troubleshoot Guide
- Responsibility of team leader of the America's Support Team participating in administration, co-ordinating and reporting roles.

Sanmina-SCI Systems de Mexico. Guadalajara, Jalisco, Mexico

IT Supervisor

November 2003 - June 2006

- Implementation and support of a production floor data collector system (Progress based)
- Implementation and support of a data warehouse system (Progress based)
- Networking; Structured wiring; CISCO and 3COM routers
- Email clients; Outlook (Exchange Server) and Lotus Notes
- Hardware and software support
- Personnel training
- In charge of a team of six IT engineers covering 3 shifts

Centro Federal de Readaptación Social No. 4 “El Rincón” (CEFERESO No.4). Tepic, Nayarit, Mexico

IT Analyst – Human Resources Department

September 2002 - October 2003

- Hardware and software support
- Personnel training
- In charge of computer equipment in the Human Resources Department

Mechatronics, IT Engineers. Tepic, Nayarit, Mexico

IT Supervisor

April 2001 - August 2002

- Implementation and support of desktop applications
- Networking; Structured wiring; CISCO and 3COM routers
- Email clients; Outlook (Exchange Server) and Lotus Notes
- Hardware and software support