RC

ROBINSON CHALAS

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WWW: [Bold Profile](#)

Summary

Friendly Technical Support Representative keen to help customers maximize product impact and usability. Amiably replies to all customer queries and consistently resolves client issues. Committed to improving user satisfaction numbers and supporting return patronage across all supported products. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

Skills

- Configuration Management
- System Configuration
- Mobile Device Management
- Server Management
- Hardware upgrades

- Application support
- Software Installation
- IT Security Management
- User Training
- Data Recovery

Experience

Web Development Project | Santo Domingo, Dominican Republic
Digital Newspaper
09/2023 - 03/2024

- Developed web applications using HTML, CSS, JavaScript and jQuery.
- Designed database schemas to store user data securely.
- Tested cross-browser compatibility for websites and applications in Chrome, Firefox, Safari, Opera and Internet Explorer.
- Collaborated with other developers on coding projects.
- Debugged client-side issues related to web development projects.
- Implemented responsive design techniques to ensure optimal viewing experience across multiple devices.
- Performed unit testing of new features before releasing them to production environment.
- https://afondoconandreina.com/

hardware store | Santo Domingo, Dominican Republic
Web Development Project
05/2023 - 12/2023

- Developed and implemented web-based applications to improve customer service.
- Designed databases using MySQL for dynamic websites.
- Analyzed user requirements, developed functional specifications and created technical design documents.
- Maintained existing websites by troubleshooting bugs, fixing broken links, and updating content.
- Performed unit testing of web applications to ensure compatibility with various browsers including Chrome, Firefox and Internet Explorer.
- Integrated APIs into existing web applications to extend the functionality of existing sites.
- Implemented responsive designs across multiple devices utilizing HTML5 and CSS3 technologies.
- https://ferreseibo.net/

Carol Group | Dominican Republic
Server Infrastructure Analyst
12/2022 - 03/2024

- Installed and configured various software applications, ensuring seamless integration and optimal performance.
- Offered expert guidance on server installation and configuration to streamline processes and enhance efficiency.
- Conducted thorough software installation and configuration on Windows servers, adhering to best practices for reliability and security.
- Utilized data analysis techniques to identify trends and deviations, facilitating informed decision-making and proactive problem-solving.
- Conducted comprehensive testing of network connections to identify and address performance bottlenecks, ensuring smooth operation.
- Prepared comprehensive reports outlining project objectives, timelines, and budgetary requirements, ensuring clear communication and alignment with stakeholders.

Carol Group | Dominican Republic, Santo Domingo
IT Support Specialist
01/2021 - 12/2022

- Provided technical support to clients via phone, email, and remote access.
- Configured workstations, networks, servers, and printers for end users.
- Diagnosed system malfunctions and provided troubleshooting assistance.
- Resolved network connectivity issues with routers and switches.
- Trained new employees on the use of computer systems and programs.
- Implemented security measures to protect data from unauthorized access.
- Tested hardware components prior to deployment in the production environment.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.

Majestic Hotel | Punta Cana, Dominican Republic
IT Support Specialist
07/2018 - 02/2020

- Configured workstations, networks, servers and printers for end users.
- Resolved network connectivity issues with routers and switches.
- Identified problems in printers, scanners and networking hardware, applying required fixes or escalating issues.
- Troubleshot hardware issues and worked with service providers to facilitate repairs for end users.

Lottery consortium | El Seibo
IT Support
01/2016 - 06/2018

- Provided technical support to clients via phone, email, and remote access.
- Configured workstations, networks, servers and printers for end users.
- Diagnosed system malfunctions and provided troubleshooting assistance.
- Resolved network connectivity issues with routers and switches.
- Performed regular maintenance checks on computer hardware components.
- Monitored system performance to ensure optimal operations.
- Assisted colleagues with complex IT problems or inquiries.

Education and Training

UNNATEC University
Bachelor of Computer Science in Computer Science
12/2023