RC

ROBINSON CHALAS

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Summary

Experienced IT professional with over 5 years in the industry since 2016. Currently expanding expertise into web development, bringing a strong foundation in technology and a commitment to staying at the forefront of the field.

Skills

- Configuration Management
- System Configuration
- Mobile Device Management
- Windows Server 2016
- Hardware upgrades
- SQLBAK
- PhpMyAdmin
- MySql Server
- Application support
- Software Installation
- IT Security Management
- User Training
- Data Recovery
- HTML
- CSS
- PHP
- Bootstrap
- Wordpress
- IT Help Desk
- Problem Solving
- Microsoft Office 365
- Azure Fundamentals
- Troubleshooting and diagnostics
- Technical Support
- LAN/WAN
- Customer Service
- Computer maintenance
- Multitasking
- Remote Support
- Adobe Premiere

Experience

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

- Developed web applications using HTML, CSS, JavaScript and jQuery.
- Designed database schemas to store user data securely.
- Collaborated with other developers on coding projects.
- Implemented responsive design techniques to ensure optimal viewing experience across multiple devices.
- https://afondoconandreina.com/

Hardware store | 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.
- https://ferreseibo.net/

Carol Group (drugstore) | 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.

Carol Group (drugstore) | Dominican Republic
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.
- Tested hardware components prior to deployment in the production environment.

Majestic Hotel | 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 | Dominican Republic
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.
- Performed regular maintenance checks on computer hardware components.

Education and Training

Tamwood College | Vancouver, BC
Diploma in Web Development
03/2024

UNNATEC University | Dominican Republic
Bachelor in Computer Science
12/2023