

Royland Sanchez

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Objective To apply and improve my abilities and experience within the Information Technology and related fields.

Summary of Qualifications

- Experience with coding (C++, Java, JavaScript, Python, HTML, CSS)
- Able to carry out day-to-day IT procedures and troubleshooting methods
- Knowledgeable with Git and DVCS (GitHub)
- Familiar with basic configurations of Linux systems
- Able to communicate with clients, peers and users
- Ability to solve problems individually and in a team environment
- Over 7 years of customer service experience

Education **New Jersey Institute of Technology, Newark NJ, Bachelor of Science**

Expected graduation: December 2019 – GPA: 3.5

Information Technology with a Network and Information Security Specialization

Passaic County Community College, Paterson NJ, Associate in Applied Science

Fall 2015 - Graphic Design - Graduated with honors. Dean's List - GPA: 3.7

Work Experience **Systems Engineer**

INEX Technologies, Lyndhurst NJ

November 2019 – February 2020 (contract)

Assist in the day-to-day IT operations from receiving, repairing, configuring, deploying and maintaining license-plate-recognition cameras. Provide remote support to help configure and troubleshoot the cameras. Keep track of assets and on-going works to ensure seamless interactions with clients.

Geek Squad Consultation Agent

Geek Squad/Best Buy, Paramus NJ

April 2018 – Present

Engaged with clients to assess, troubleshoot, and solve various technical issues. Performed client education on different technologies in terms they can understand. Used de-escalation and conflict resolution skills to come to an understanding with clients and provide them with a solution. Coordinated with various sales departments to achieve business goals.

Computer Sales Associate

Best Buy, Paramus NJ

June 2016 – April 2018

Detailed customer interactions to find the best fit for their needs. Provided information on the various products we stocked and outlined the differences. Adjusted terminology based on customer's knowledge to ensure a clear and pleasant experience.

Software Development Intern

Combustion Group, Wayne NJ

May 2015 – June 2015

Collaborated with a team to construct an IOS game. Became familiarized with Swift and Xcode. Learned new ways of working with others to create one project.

Senior Sales Associate

Sport's Authority, Clifton NJ

2012 – June 2016

Provided excellent customer service. Evaluated a customer's needs and close a sale. Trained and guided new associates. Promoted to lead of my department within four months of starting date.

Projects

Created construction firm ordering system using C++.

Made simple iOS and Android applications using Swift and Java.

Used an instance of Ubuntu 18.04 on AWS to install and configure Apache, MySQL, PHP, ExpressionEngine and used Nagios to monitor them.

Other skills and tools

PHP, jQuery, C#, Ubuntu, JSON, , xCode, Swift, SQL, MySQL, phpMyAdmin

Kali, CentOS, AWS, Azure

PuTTY, FTK Imager

Adobe Illustrator, Adobe InDesign, Photoshop, Dreamweaver, Microsoft Access, Salesforce, Remote Desktop,

Bilingual: English and Spanish