

# JC RODRIGUEZ

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GitHub: <https://github.com/sanjothebay> |

Portfolio: <https://floating-retreat-55850.herokuapp.com/>

## SUMMARY

Service Desk Technician with a background in Psychology and life-long dedication to learning. With AmerisourceBergen performing diagnostics, troubleshooting system issues, documenting Service Desk tickets with resolutions comments. Strong communication and interpersonal skills. Attention to detail, teamwork, and computer proficiency. Great at training and mentoring employees to promote a culture of collaboration and continuous improvements. Graduating from The Technology de Monterrey Mexico Coding BootCamp as a Full-Stack Developer. With an extended knowledge of different languages. Able to Debug Non- Working codes. Creating applications using React and multiple uses of API.

## TECHNICAL SKILLS

### LANGUAGES SPOKEN:

English, Spanish

### APPLICATIONS IN WINDOWS7, WINDOWS10:

Active Directory, Microsoft Office, Outlook, Skype, Excel, Word.

### PHONE SYSTEM APPLICATIONS:

Avaya One-X Communicator, Avaya One-X Agent, Avaya CMS Supervisor, Avaya Wallboard (Marquee), NICE recording,

### VIRTUAL DESKTOPS:

Citrix.

### VPN:

DUO\*RSA, Cisco AnyConnect.

### APPLICATIONS:

Salesforce, SAP applications, SAP (Data Intake), SharePoint sites (access management), PatientPlus,

### TICKETING SYSTEM:

ConnectNow/ServiceNow.

**LANGUAGES IN PROGRAMMING:** HTML, CSS, JavaScript, JQuery, Python.

**DATABASES:** MySQL, MongoDB, SQLite, NoSQL, SAP Hanna, Oracle, AngularJS, Ajax.

**TOOLS:** GitHub, GitBadh, Heroku, Node.js, VS Code, Bootstrap4, Foundation.

## PROJECTS

### MY-FIRST-PROFILE

<https://floating-retreat-55850.herokuapp.com/> |

[https://github.com/sanjothebay/tech\\_monterrey\\_portfolio\\_hw\\_project](https://github.com/sanjothebay/tech_monterrey_portfolio_hw_project) |

- Created a personal portfolio as part of the Bootcamp project assignment Where my project will be displayed.

- Responsible for all aspects of coding and designing the profile from start to finish
- Languages used: HTML and CSS with Bootstrap4

my-portfolio

<https://github.com/jeck24/Project1> |

<https://jeck24.github.io/Project1/> |

- Team Project as part of the Bootcamp  
separating files and making folders to keep the code clean. The Project was made more mobile responsive.
- Responsible for Weather Api, Display Of Teams Sheild, the layout, and designing the project from start to finish
- Languages used: HTML and CSS with Bootstrap4 and AJAX

## EXPERIENCE

**COMPUCOM | AMERISOURCEBERGEN | SERVICE HELPDESK TECHNICIAN |** 2018 – 2020  
Mexico City, Mexico

- Providing help, assistance, guidance, and knowledge. Handling calls in a very quick and satisfactory manner, multitask within different applications, and Troubleshooting. Using ConnectNow Ticketing system to document the problem paying attention to detail. As a Level 1.5 agent providing assistance to our agents, acting supervisor. I would walk and go around the floor and provide assistance to our team, and our VIP clients.

**TELETECH | DISH NETWORK | CUSTOMER REPRESENTATIVE** 2018 – 2018  
Mexico City, Mexico

- Customer service, resolving customer complaints via phone. Canceling or upgrade accounts, promoting packages, and answering questions about their reservations. Providing minor technical support.

**KEMPTON | FINANCE | FINANCIAL COORDINATOR |** 2017 – 2017  
Mexico City, Mexico

- Financial assistance cold calling potential clients, giving them information about our international products to invest in U.S. Dollars, Euros, and Pounds. Setting appointments for the financial closer. Sending informational and appointment emails to clients. Communication with social partners. Pre-qualifying clients, following up with appointments, and callbacks.

**CALDERON'S TIRES INC. | AUTO SERVICE | MAIN AUTOMOTIVE TECHNICIAN |** 2006 – 2005  
San Jose, California

- Main Automotive Technician in charge of all the technical automotive issues. Explaining to customers the technical Issues without being too technical in the process. Fixing Brakes, all of and any suspension issues, electrical, alignment, and tires. Majoring in alignment and electrical. Expert in No start conditions.

### **KEY ACCOMPLISHMENTS**

- Migration deployment for Carrolton March 2019 AmerisourceBergen
- Excellence Award Awarded March 2018 by AmerisourceBergen Excellence Award
- Excellence Award Awarded December 2018 by AmerisourceBergen Excellence Award

### **EDUCATION**

Full-stack Developer BootCamp Certificate: Monterrey Institute of Technology, Mexico City  
Technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node Js, and ReactJS.

Pegasus High School: San Jose, California

Automotive level 1 & 2 / Certifications \$ years of education

High School diploma / GPA of 3.3

United Auto Workers Clearfield, Utah

Toyota Automotive Program 4 years of advanced automotive technical training.

ASE CERTIFIED (AUTOMOTIVE) 2007

Suspension, Brakes, Air Conditioning, Electrical, Ammco Transmission, Engine Repair, Alignment.