Andrés Santana

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andressantana.net

Summary

Software Developer providing 16+ years of excellent customer service in information technology, business, logistics, process improvement and training. I love what I do and enjoy learning something new every day and building tools for people to enjoy.

Technical Skills

JavaScript, Python, SQL, AWS, Node, Express, React Native, HTML, CSS, Git, Redux, AJAX, Postgres, ServiceNow, VPN, Citrix, SCCM, Cisco CM, and, Lean Six Sigma.

Education

•B.S. on Information Technology, University of Phoenix	November 2011
•DigitalCrafts Full-Stack Software Developer Program	February 2021
•Six Sigma Green Belt, Villanova University (certificate)	July 2015
•Naval Leadership Program completed (certificate)	May 2006

Projects

Brew Finder App | https://github.com/starskreen619/central-command-7
Member of a four-person team created an App that will help you find a brewery near you and recommend a type of beer depending on the weather. I was responsible for routing API's as well as setting up the HTML/CSS/JavaScript.

BackEnd App | https://github.com/starskreen619/
Member of a four-person team created an App that will help you find a brewery near you and recommend a type of beer depending on the weather. I was responsible for routing API's as well as setting up the HTML/CSS/JavaScript.

Capstone App | https://github.com/starskreen619/
Member of a four-person team created an App that will help you find a brewery near you and recommend a type of beer depending on the weather. I was responsible for routing API's as well as setting up the HTML/CSS/JavaScript.

Professional Experience

AMN Healthcare, Atlanta, GA   **2015 – Present**
IT site manager
•Providing system support for over 4000 AMN users as well as outside vendors.
•Providing overall assistance in daily administration of over 120 apps.
•Training new hires on internal systems and procedures as the company rapidly expands.

SeatAdvisor, San Diego, CA   **2014 – 2015**
Technical Support Specialist Tier II
•Providing technical assistance for thousands of customers all over the globe via performing advanced problem analysis and isolating problems of a complex level of difficulty as well as bilingual support for all Latin America.
•Testing dozens of new features in production prior to being released for Quality Assurance.

Qualcomm, San Diego, CA   **2013 – 2013**
IT Hardware Asset Management (Internship)
•Performed physical hardware audits on thousands of assets.
•Minimized organizational costs through product standardization and tracking.

U.S. Navy, San Diego, CA   **1999 - 2006**
Training and Continuous Process Improvement Program Manager
•Managed planning, training, and executing multiple Lean Six Sigma projects.
•Directed and executed numerous rapid improvement events saving the US Navy 10+ millions of dollars.