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## **PROFESSIONAL SUMMARY**

Lead Field Technician and Freelance Front-End Developer with experience in a wide variety of in-demand technologies. Quick learner with a tremendous passion for technology.

## **SOFTWARE PROJECTS**

### **Neighborhood Map Project**

This is an interactive single page map application of Colorado Ski Resorts utilizing knockout framework, Google maps API, and Foursquare API. Intuitive interface that allows users to filter locations coupled with animated markers that indicate the selected location.

**Primary Technologies Used:** HTML5, CSS3, JavaScript, Knockout, Bootstrap, Bower

### **Classic Arcade Game**

A single page game app making use of object oriented programming and HTML5 canvas that renders a 2dimensional frogger.

**Primary Technologies Used:** HTML5, CSS3, JavaScript

## **EDUCATION & CERTIFICATIONS**

*Udacity Front-End Web Developer Nanodegree*

**Associate in Science: Electronics and Robotics Engineering**, Southern California Institute of Technology (Anaheim, CA)

*Executive 2000, A+, Network+, MCSA, MCSE*

*SBCA Certified Installer SBCAF000017069*

*ESA Level I Certified Alarm Technician NT-0001/24*

## **EMPLOYMENT**

**Mastec: Lead Home Automation and Security Installation Technician (Denver, CO; 2017- Current)**

- Responsible for design, installation, upgrade and repair of AT&T's Digital Life home security and automation systems.
- Capitalize on communication, technical knowledge, problem solving, and sales skills to deliver the highest level of customer service.
- Saved company \$2000-\$5000 a month by having exceptional inventory practices and organization skills.
- Prepare for and plan 20-30 installations, upgrades, repairs and disconnects a week.
- Increased company profits by consistently up selling equipment and service plans.

**AT&T: Satellite Technician, (McClellan, CA; 2016- 2017)**

- Planned installations by evaluating location, locating access and laying-out equipment wiring plan.
- One of the few technicians with a %100 customer survey on a weekly basis.
- Increased company profits by eliminating repeats via practicing high quality standards and taking the time to fully educating the customer.
- Increased revenue by up selling products on a daily basis..

**AT&T: Premises/Satellite Technician, (Rancho Bernardo, San Diego, CA; 2015-2016)**

- Installation and repair of U-verse and non U-verse (Direct TV, POTS) products for consumer and enterprise clients
- Used Mobile Workflow for dispatch and responded to work order by interpreting USOC codes
- Verified optimal signal to the NID, determined optimal method for placing RG and ensured the proper IW was used
- Performed all necessary tests using JDSU and LSBBT in order to provide client with a top performing service.

**All Truck Services: IT System Administrator, (Fontana, CA; 2007-2015)**

- Company's sole IT professional: upgraded network with 2003 server and windows 7 workstations to 2013 Sever and windows 8.1/10 workstations. Automated front office by installing networked printers and scanners. Maintained and diagnosed errors related to computers, printers, scanners and network.
- Saved company over a \$100 by not contracting work out and automating work flow.

**USA Parking/Embassy Suites: Guest Services, (Denver, CO; 2010-2014)**

- Acted as the first and last contact with hotel guests, responsible for informing guests about hotel amenities and valet process.
- Ensured safety of guests' vehicles and other valuables using extreme safety measures that minimized damage claims.
- Utilized software application to maintain guest information and process correct charges.
- Part of the team that took a brand-new hotel to number one on Trip Advisor and generated over a million dollars in parking revenue per year, 3 years in a row, by providing exceptional customer service.

**Vocational Planning Service: Installation Technician, (Pomona, CA; 2003-2007)**

- Worked with LA county department managers, immediate supervisors, and injured workers to complete ergonomic assessment of the workspace,
- Responsible for installation of ergonomic equipment, training on the proper usage and adjustment of the equipment.
- Responsible for equipment purchase, pick up, transfer, repair, and inventory management.

**Charter Communications: High Speed Data Specialist, (Irwindale, CA; 2001-2003)**

- Responded to, evaluated, and prioritized incoming phone and email requests for technical assistance from users.
- Provided prompt, accurate, and respectful support to users experiencing problem with hardware, software, networking, internet connectivity, and email issues