TEODULFO ESPERO

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OBJECTIVE

Professional growth and development in software, web development and the IT field in general.

SKILLS PROFILE

- Outstanding analytical, problem-solving, and troubleshooting ability.
- Superior communication (oral and written), customer service and interpersonal skills.
- Both independent and team worker, as required.
- Ability to multi-task and prioritize effectively.
- Poised and patient when dealing with clients.

EMPLOYMENT HISTORY

Software Quality Assurance Specialist   10/16/2017 – Present
Digital Schools of California
Salinas, CA

The Quality Assurance Specialist works in the Office and/or independently to coordinate and manage specific Quality Assurance duties associated with software testing and user interface optimization, as well as providing organizational support for documentation and staff training as needed and assigned.

The Specialist will work closely with the development (engineering), business analysts, client services, and infrastructure teams to support the testing and validation of functionality initiatives or changes and to identify issues in software. This position ensures that project/department milestones and goals are met and that the appropriate individuals are involved in testing. The Specialist is expected to manage the testing process ensuring that key functionality is tested and validated by Subject Matter Experts (SMEs) prior to release.

Essential job functions Include:

- Evaluate and test existing and modified software program and software development procedures used to verify that the software application functions according to established requirements.

- Create test scripts including planning. Implement and maintain tools for test management, execution and reporting to enhance the overall software testing process
- Observe computer monitoring/performance metrics during program test to detect error codes or interruption of program.
- Assist in the development of user interface standards.
- Monitor program performance after implementation to ensure efficiency of operation
- Contribute to team improvement initiatives, including team tools, process changes, and test automation

Development and Support Specialist   8/17/2015 — 10/13/2017
Digital Schools of California
Salinas, CA
Essential Functions:

- Monitor support tickets, voicemails, trouble shoot and direct tickets to appropriate staff for additional support.
- Client Side Interaction:
- Effectively communicate with clients
- Diagnose problems and record client issues
- Import and upload data (i.e. salary schedules)
- Ability to problem solve

Ticket Management:

- Review, document tickets.
- Manage the ticket management system
- Monitor timing and completion of tickets, flagging and/or reporting critical deadlines or MISSED dates.
- Analyze, categorize and direct tickets appropriately
- Document ticket progress and resolution
- Message and import data
- Understand and thoroughly know DS Client Policies
- Effectively resolve problems with client management staff
- Knowledge of key DS infrastructure and functionality components
- Ability to demonstrate DS Functionality for troubleshooting purposes
- Support specific documentation for end users or software

application functionality and for internal staff for training
purposes

- Support Quality Assurance and Testing of new functionality
  releases

- Basic coding knowledge

- Complex queries/write and debug

- Other duties as assigned, including office Support.

Helpdesk Technician/Graphic Designer
Service Station Computer Systems

8/13/2013 — 8/14/2015

Salinas, CA

- Assisting customers with issues they encounter while using SSCS
  products. Customer support is provided online from the technician's
  computer at SSCS as well as at the customer's site.

- The support technician will be expected to understand SSCS product lines

  thoroughly enough to assist customers with software and hardware problems
  through a combination of training, on-the-job experience, and consultation
  with product documentation.

- In addition to helpdesk phone support, the technician is expected to travel
  onsite to install and test SSCS software products for customers.

- Maintaining a professional demeanor when interacting with customers.

- Additional duties include conceptualizing and designing marketing graphics
  for use in online and social media presence.

Graphic/Web Designer
Travel Discounts

2/1/2013 — 7/1/2013

Salinas, CA

- Designing and maintaining the websites and blogs for the company.

- Social media marketing and designing marketing materials.

Senior Web/Graphics Designer
Ducati Philippines

3/1/2010 — 2/1/2013

Quezon City, Philippines

- Responsibilities include designing and maintaining the company website
  and blog.

- Social media marketing and designing marketing materials.

- Maintain company databases.

Level 2 Technician   2/1/2008 — 5/1/2010
Sitel Philippines
Pasig City, Philippines

- Provided level 2 Support for internet service subscribers for customers based in the US.
- Provided training for level 1 tech support in the account.
- Performed reviews on procedures used in streamlining tech support procedures.

Level 1 Technician   8/1/2006 — 2/1/2008
Sitel Philippines
Pasig City, Philippines

- Provide tier 1support for internet service subscribers for customers based in the US.

EDUCATION

Bachelor of Science in Cloud and Systems Administration
March 2018 – Present
Western Governors University
Salt Lake City, Utah 84107

Associate of Science in Mathematics
Aug 2014 – January 2017
Hartnell College
Salinas, CA 93901

Bachelor of Science in Computer Science
August 2008 – 2011
Institute of Creative Computer Technologies
Rizal, Philippines

Skills
Expert Knowledge of (X)HTML (standards compliance and basic accessibility) and CSS. Good knowledge of Adobe Fireworks/ Photoshop/Dreamweaver and Microsoft Office. Windows and Macintosh environments.

PHP, C/C++, VB, MySQL, SQL Server, C/C++, C#, Python, WordPress, Javascript
Online Portfolio: http://zeromonth.deviantart.com/gallery/

Certification
CompTIA A+, CIW Site Development Associate (1D0-61C), ITIL® Foundation Certification (Axelos)

References

Eliud Ortiz	Elias Pimentel	Mike Perez
(831) 521-6557	(831) 998-4923	(831) 229-9242