

# Luis R. Zamora-Merida

120 Eastern Heights | Ithaca, 14850 | 607-279-3190 | zamoramerida@gmail.com

System engineer with experience in large enterprise software applications, database development, database administration and systems programming.

## Education

- System engineer, BS degree | Spring 2006  
Information Technology.  
Cum Laude and valedictorian.  
Santa Maria University, Caracas, Venezuela

## Skills

- MS Windows Server 2008 r2, 2012 administration.
- Unix - Linux Server Administration.
- Java Enterprise programming.
- MVC Web programming.
- MS SQL 2008 2012, Oracle, DB2, Postgres database development and administration.
- PL/SQL, Transact SQL development.
- SaaS programming.
- RoR, Python, C, C++ development.

## Experience

April 2016 – Present

### **Senior Technical Support Specialist | The CBORD Group Inc. | Ithaca, NY.**

Currently working at The CBORD Group Inc. Providing exceptional customer service while responding to phone, e-mail and online requests for technical support. Assisting customers in the installation and deployment in Oracle Hospitality solutions and point of sales systems supported by CBORD. Identifying, documenting, and finding solutions for customer issues and product problems. Escalate critical customer situations to the appropriate level of management and engineering expertise contributing in documentation and knowledge base article library.

March 2014 – April 2016

**Technical Support II Specialist | The CBORD Group Inc. | Ithaca, NY.**

Worked at CBORD in Ithaca, NY as Micros Technical Support II. Micros Products Symphony, 9700, 3700, e7, WebReports and MyMicros. Focused on improving customer experience and technical support processes within the Micros POS Support team.

April 2009 – February 2014

**Information Technology Specialist | Telefonica Movistar | Caracas, VE.**

Worked at Movistar Telefonica Telecommunication in Caracas, Venezuela. Project Management, J2EE Application development, Web Services development, Mobile Application Development, Ajax, JSON, Oracle WebLogic Server architecture, Linux/Unix/Solaris administration, Apache Tomcat, My Eclipse, NetBeans IDE development, PHP development, My SQL, PL/SQL, Oracle development.

January 2007 – March 2009

**Software Developer Jr. | SMS Group Inc. | Caracas, VE.**

Worked at Grupo SMS Systems in Caracas, Venezuela. Java programmer. Licensing management systems, J2EE Web Applications development, Servlets, Struts, Hibernate, Spring, Oracle PL/SQL development. Linux/Unix, Agile/Scrum development.

October 2004 – December 2006

**Telecommunication Analyst | CANTV | Caracas, VE.**

Worked at CANTV a Telecommunication Company in Caracas, Venezuela. LAN-WAN maintenance and troubleshooting, ADSL analysis and troubleshooting, direct customer support in networking and web hosting.

## Awards & Acknowledgements

- 2016 - CBORD Leadership Award Winner.
- 2015 - CBORD Crushed It Award Nominations.
- CBORD Wall of Fame mentions for excellency.