RAUL ZARATE

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PROFESSIONAL SUMMARY

Technical Support Professional and a Marines Veteran leveraging 5 years of proven experience in Equipment Logistics, Operations Maintenance, and Information Management. Adept at leading direct teams of 15 and training 30+ personnel in a dynamic and fast-paced environment stateside and in Afghanistan, Hawaii, and Japan. Possesses a comprehensive background in electrical, mechanical, system development, and Equipment Breakdown/Repair. Manufactured at Intel equipment, assets, and programs valued at $10M+ while managing risk, safety, quality assurance, and company compliance at Intel Wafer Level Assembly.

- Aviation Maintenance
- Data Structure Understanding
- Software Performance

- Quality Assurance Engineering
- Back-End Development Education
- Program Coordination

- Project Management
- Oral | Written Communication
- Budget | Cost Control

PROFESSIONAL EXPERIENCE

Intel Corporation - Ronler Acres, OR   September 2020 – Present
Manufacturing Technician (Epoxy) - Oregon Wafer Level Assembly
- Perform functions associated with all wafer production including operations, equipment, process on operating data to conduct on equipment valued over 10 million. Further, responsible for On-line equipment adjustment and ensuring process optimization.
- Responsible for adjusting manuals to adhere to new technology equipment demand..
- Responsible for preventive maintenance, troubleshooting, spares, and sustaining, delicate material.
- Lead a group of 5+ technicians to troubleshoot nonstandard events in the production line, and reviewing health and stability in the technological community.
- volunteered in rewriting Spec and RNU documentation.
- worked closely with process engineers for higher level understanding.

Portland University – Portland, OR   September 2017 – Oct 2018
Help Desk Assistant
- Assisted and coordinated in Chat, Phone, and E-mail Support Team for 1st in line Customer Support; performed Computer Troubleshoot System Checks and Coaching on Chat and Email Support Agents
- Managed, supervised, and serviced Spanish and English tickets for the Support Team; updated, created, and amended existing knowledge articles and documentation for both agents/customers
- Took incoming phone calls, determining customer problems, diagnosed technical issues, and made recommendations to aid in customer service

United States Marine Corps   Locations Aug 2008 – Aug 2013
Aircraft Support Supervisor
- Supported traffic between aircrafts for one year ensuring quality assurance and timely customer service; acted as the first team in response for pilots providing service and troubleshooting of flight line matters
- Accounted for contingencies that included ground control, tower flight data, and local control within the tower; led 10 to 30 entry-level personnel on equipment maintenance
- Trained and scheduled specialized maintenance for 3 various military occupational specialties (MOS); created a weekly counseling and mentorship program improving work related productivity by 25%

Equipment Aircraft Electrical Mechanical Maintenance Technician
- Planned maintenance for NC-10 Power Generators producing pressurized cooling refrigeration for the cockpit of aircrafts valued over $250M; organized manpower and prioritized dates for Aircraft Support
- Monitored the cycle of old air/oxygen and input new oxygen with 0 mishaps; scheduled Equipment on Maintenance Project Management Software Laptop updates during monthly Supervisory meetings
- Co-managed quality assurance procedures prior to finalized inspection on all equipment maintenance

EDUCATION

Bachelor of Science Mathematics | Portland State University | (2020)
Bachelor of Science Software Engineering | Arizona State University | (2023)

VOLUNTEERISM

Fire Disaster Volunteer Emergency Response Team Member | Team Rubicon
Activity Coordinator and Community Outreach| Mission Continues
Community Outreach and Rebuild Volunteer| RedWhitBlue

TECHNICAL COMPETENCIES

Software: Microsoft(Bash) | Linux| Apple | Atlassian |Vim(Strong)
Operating Systems: Mac | Microsoft Windows 7 - 10 | iOS | Chromium | Android
Programming: C | C++(Strong) | Python | Java(Strong)| HTML/CSS/JavaScript