**Carlos Felipe Román Figueroa**

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**Objectives:**

To fully develop myself professionally for a company in an active way in which I could acquire knowledge and experience to the company and to myself.

**Education:**

University of Puerto Rico, Mayagüez Campus, Puerto Rico.

Courses in Computer Engineering and Social Studies. (2005)

University of Phoenix, Axia College

Associate Degree Information Technology/Network. (2009) GPA 3.50

University of Phoenix current student

Bachelor Degree Software Engineering Information Technology

**Relevant Courses:** (Associate Degree Information Technology/Network)

- Analysis & Design of Information System

- Intro to LAN Technologies

- Intro to W-LAN Technologies

- Intro to WAN Technologies

- Intro to IT Security

**Relevant Courses:** Bachelor Degree Software Engineering Information Technology

- PRG/210 Fundamentals of Programming with Algorithms and Logic

- WEB/236 Web Design I

- WEB/237 Web Design II

- DBM/380 Database Concepts

- NTC/360 Network and Telecommunications Concepts

**Skills:**

- Fluent spoken and written Spanish and English.

- Knowledge in a variety of computer software applications in word processing, database spreadsheets, and presentation software (MS Word, Access, Publisher, Internet, Excel, Power Point)

- Knowledge in network (routers, bridges, security, ect)

- Good communications, interpersonal and problem solving skills

- Leadership capabilities

- Cisco Routers and Switches

- Strong interpersonal communication skills, verbal and written

- Knowledge working on POS and NON POS equipment and Lexmark Printers

**Professional Experience:**

**Banco Popular Puerto Rico**                                         11/17/2014 - Current

Tele Banking PCB (Popular Community Bank)

- Handle inquiries and concerns in order to eliminate the need for clients to travel to the bank in person.

- Work with the customer with their deposits, withdrawals, transactions, guide customer with any issues on their Online Banking Account.

- Be familiar with the policies and services of "Popular Community Bank" in order to answer questions and offer these options as solution.

- Provide excellent customer service to inbound and outbound Customers.

- Handle customers problems and complaints.

**LOANS**

- Submit new loan applications to credit analysis for verification and recommendation.

- Explain to customers the difference types of loans and credit options that are available, as well as the terms of those services.

- Review loan applications and documents for accuracy and completeness.

- Maintain compliance with federal lending regulations and bank underwriting policies.

- Make loans payments for the customer.

- Analyse loans escrows.

**T-Mobile**                                                          10/27/2014 - 11/10/2014

Costumer Service

- Resolve a variety of customer inquires such as technical and billing questions.

- Resolve and provide service problems by clarifying the customer's concerns.

- Expediting correction or adjustment on the client data and voice plans.

- Troubleshoot any hand held device with problems (data, voice, outage) to identify the problem and solve it.

**Compucom**                                                         06/08/2014 - 09/24/2014

Field Service Technician I

- Troubleshooting on POS and NON POS equipment: Debit Readers, Logistic, Touchscreen monitors, printers, Lexmark Printers, Cash Registers, Access Points, Servers, Switches and Computers.

- Replace defective equipment that is no longer effective.

- Responsible for operating system and desktop software installation, PC upgrading, and network troubleshooting.

- Maintained documents of work perform during the day.

- Troubleshoot network problems at users end.

- Respond to help desk trouble tickets for POS service calls.

**Telefónica Empresas "Una Compañía de la Multinacional Española Telefónica"**        10/2010 / 06/08/2014

NOC *Center Technician*

- Customer service on the phone.

- Cisco Router commands.

- Monitoring circuits, ping, circuit errors, interfaces, primary lines and backup lines.

- Experience using Multi-Service Data Manger "MDM" and BMC Remedy IT Service Management.

- Knowledge of CISCO routers and switches desired.

- Knowledge of data communications protocols.

- Monitor activities (jitter, latency, packet loss, utilisation).

**Casiano Communications Direct Response Source**        01/2010 – 10/2010

*Client Service by Phone (Acueductos Alcantarillados)*

- Making orders by computer service

- Assisting the client in their account (explaining the client about their balance, water service, ect)

- Attending the client with respect and professionalism.

- Sitting for extended periods of time and maintaining a proper work excellence.

**Autoridad de Carreteras y Transportación**        09/2007 – 02/2009

( ACT )Región de Humacao Puerto Rico

*Inspector*

- Take photos and make reports of the activities that go around in the field daily.

- Help with the certifications.

- Knowledge to use the computer to do my work (Microsoft office).

- Make sure that the project and the workers have the appropriate security.

- Inspect soil materials and able to read plans.

- Working on a team

- Lift concrete or sample materials 50 – 125 lbs

**Unión Independiente Autentica (A.A.A)**                    05/2005 -06/2007

San Juan, Puerto Rico

*Mail Carrier*

- Check properly and receive mail
- Organize documents and files in the storage room.

**Plan de Salud (U.I.A) Inc. San Juan Puerto Rico**

02/2004 - 3/2005

Data Entry

- Store in the computers files the payments of providers in health care.
- Office work such as computer documents, copying and answering calls.
- Monitor the payments of the health care providers.

**Certifications on Lexmark Printers.**

- LP LexmarkX340_X342n MFP
- LP Lexmark C54x_X54x_X548 MFP
- Lexmark C54x/X54x/X548
- LP LexmarkT64x_X64x
- LP Lexmark T65x
- LP Lexmark T65x_X65x