

Ruben F. Rodriguez Molina

157 Chestnut St. Ursina, PA 15424

Cel: (814) 233 – 9574

Home: (814) 233 – 3292

Email: rodriguez.rubenf@gmail.com

OBJETIVE

I am seeking a position with a growth-oriented company offering opportunities for advancement and professional development. Also, I am looking for a position in a hospitality and results-oriented company that seeks an ambitious and career-conscious person, where acquired skills and education will be utilized toward continued growth and advancement.

PROFESSIONAL EXPERIENCE

Hospitality Industry Experience:

Disney Company 2013 - Currently

Cast Member-Parking Assistant-Cast Member num. 850771

Supervisor-(Mike) or ask for a WDW Parking manager and provide my cast num.

Contact Num: 407-824-3701 ask to be transferred to MK lot Base.

- Trained and Certified by Disney Company's and through it Standards to become a Parking Attendant.
- Tram Driver- Drive Disney's Guest Tram, keeping to designated lanes maintaining speed limits, always keeping attention to spiller's commands and to all traffic conditions like pedestrians and stop points.
- Tram Spiller- Is the person standing in the last cart of the Tram. This person is in charge of welcoming and advising guests of security as the tram approaches to pickup and drop zones. Is also the person to provide guests with the first information needed to direct them to where they need to be in order to get entrance passes and other ways of transportation throughout the park. Spiller has to communicate constantly with the driver using the PA system to direct him through the route, in order to clear him of turns and provide guests safety, as the tram will only moves when the spiller makes sure everybody is well seated and in accordance to security standards and the path is clear of pedestrians to give the signal to the driver to move forward.
- Walk tram's guest pickup and drop zones to provide and maintain security to all our guests while waiting to aboard and exit the vehicle.
- Keep always a welcoming and clean appearance following company's dress codes.
- Park Vehicles in perfect order as they approach to destination.
- Identify tagged vehicles for special accommodation such as Handicap and preferred tickets, and direct them to specific parking spots.
- After closing time, identify and recover all courtesy wheelchairs from all lots and return them to their designated areas.
- As a finishing procedure and to get ready for next day operations, setting the lot aligning all cones to their designated areas to direct traffic as it enter the zones.

Nemacolin Woodland Resort & Spa 2012 - 2013

Laundry Driver

Supervisor-Gary Kisko

Contact Num: 724-329-6900 ext. 6997

- Laundry Truck Driver. Drive within the designated routes, maintaining speed limits.
- Pickup and deliver laundry to all Resort's areas.
- Operated truck's lift in order to accomplish deliveries. Handle carts full of laundry with a final weigh of an approximately 350 to 800pounds each. Truck could hold up to approximately 7 carts per trip.
- Laundry truck maintenances and reports.
- Help other departments with accomplishing daily tasks.
- Dressed in accordance to department standards.

Technology Industry Experience:

Computer & Network Specialist 01/10 - Present

Independent Consultant

- I.T. Services Sales Representative.
- Establish long and short term maintenance contracts.
- Web Design & Development with Content Management Systems (CMS).
- Network Design, Installation & Removal.
- Network Security
- V.O.I.P

Tek Systems 2008 - 2012

IT Technician

Client: Veterans Center, Guaynabo P.R.

- Cabling project.
- Cat-5e and 6 Category cable installations.

Client: Kaplan TPA

- Computer and Servers Rack Removal and documentation

Client: Waste Management PR.

- Computer Software updates for fast lane stations and equipment calibration on all sites.
- Qualification and Documentation of every machine.
- Run Software Images with Operating System Upgrades. (Platform Updates and Upgrades).

Client: Census PR 2010

- Install Stations and Peripherals on 3 Census Sites in P.R.
- Run Software Images of Operating Systems to all stations using Ghost Imaging.

Client: Burlington Coat Factory

- Printers Installation and Configuration
- Run Software Images of Operating Systems to all POS stations on 3 of the stores.

Indra Company 2009 – 2011

IT Customer Support

Client: Ediciones Santillana

- Workstations and equipment maintenance.
- Make Inventory of equipment.
- Help Desk Support.
- Create tickets of incidents and attend them with priority.
- Software Installation & Removal.
- Prepare stations for Technology Seminars
- Users Support during the Seminars. Software and Hardware.

Centennial of Puerto Rico 09/05 -11/07

MIS Operations Support Team Technician

- Attend service request tickets and support to all Centennial users, kiosks and stores in Puerto Rico, including U.S.V.I.
- Help Desk Support- Level 1, 2 & 3
- Support for applications such as: Oracle, SQL, Citrix, etc. Office related apps and others.
- Computer Software & Hardware Repair.
- Support for applications such as: Oracle, SQL, Citrix, etc. Office related apps and others.
- Store's communication rooms, switches and hubs (Network Support).
- VPN configuration and remote support for all users.
- User account authentication.
- Active Directory: security policies, user account groups and privileges.
- Domain Authentication.
- Information recovery and backup.
- Attend the Help Desk Support line and prioritize service tickets.
- Remote Assistance: I.P., Remote Desktop, V.N.C. Client, Dameware, etc.
- Talk directly to clients.
- Make inventory of equipment periodically.
- In charge of equipment warranties: report, send and receive any computer or parts.
- Imaging: Create Restore Points and make images of any operating system or application using either ghost imaging or any other useful imaging software.
- Create outlook Rules and client/server synchronization. M.S. Exchange Authentication.
- Work together with the Capacitating Team in order to create logistic and implementation plans for new pilot platforms on all Kiosks and Stores.

Pfizer 10/02 - 09/04

IT Customer Support Specialist

- Provide computer equipment services and maintenance to all departments in the plant.
- PC and Equipment Repair.
- Operating Systems installation, removal and support.
- Server synchronization.
- Firewalls.
- TCP/IP standards & protocols.
- Support and maintenance of applications such as; Outlook, Lotus Notes, OHM, Data Stream, Maps, Kronos, etc.
- Knowledge and working experience of the following operating systems; Windows 95, 98, NT 4.0, 2000, 2003, 2008 Servers, XP Home, XP Pro, Longhorn and Linux, Mac.
- Answer the Help Desk Support Line and attend service calls in priority.
- Data Base Migration from Domino Server to Outlook Exchange.
- M.S. Outlook and Lotus Notes Rules and policies.
- Support approximately 300 clients, including other peripherals.
- Fill out documentation such as: S.O.P.s, Qualification and Certification forms.
- Aware of G.M.P. Certifications for Pharmaceutical Industry.

EDUCATION**National University College 2010**

Information Technology

SDT Advanced Trainings 2009

Network + (CompTIA's)

CompuCursos 2003

PC Assembly, Configuration & Repair Technician

REFERENCES

Gary Kisko- 724 329 6900 ext. 6997

Bia Molina- 305 926 6908

Joan Quiñones- 305 373 7749

Ivan Amaral- 305 640 1707