
Drafter & IT Professional

Core Skills

- AutoCAD
- SpatialINET
- Microstation
- SQL Server
- VB.NET & VBA
- MERN Stack Web Design
- HTML
- CSS
- JavaScript
- Programming
- IT Troubleshooting
- OrCAD
- Cadence Allegro
- MG Expedition
- FME Workbench

Professional Highlights

- Apex Systems Austin, Texas
GIS Analyst 07/2022 - present
- Performed maintenance tasks on client's existing geospatial dataset.
 - Learned and followed strict drafting specifications per project.
- Taco Bell Georgetown, Texas
Shift Leader 06/2022 – present
- Mastered customer service, food preparation, and cash handling tasks required to run store
 - Trained fellow workers in the same, as required
 - Managed team of 3-7 workers
- Conduent Austin, Texas
Customer Service Associate 05/2021 – 04/2022
- Provided first-level technical support to end users on proprietary software and applications, including installation, basic usage, and appropriate service level to warranty.
 - Performed troubleshooting techniques over the phone to identify and resolve issues.
 - Kept call notes in helpdesk database to assist engineers in detecting and resolving emerging issues.
 - Assisted team members and provided support and solutions to customer queries to meet company objectives.
 - Maintained up-to-date knowledge of company products and services to better provide customer support and service solution
 - Handled on average 20-30 calls a day.
- Advanced.1 Georgetown, Texas
Drafter 10/2009 – 01/2020
- Read, and drafted route and COAX (cable) lines for the telecommunications industry using Microstation / COMMS & SpatialINET.
 - Updated existing drawings according to the customer's requested specifications.
 - Maintained a weekly route drafting quota of 25 miles or more.
 - Worked with several departments to complete simultaneous projects, successfully meeting all key milestones.
 - Supported and taught coworkers in using Bentley MicroStation.
 - Analyzed, cleaned, and processed large GIS datasets (thousands of elements and/or data points) to extract landbase maps
 - Rendered schematics for over 60 designs to produce GIS land base maps for cabling.
 - Created & maintained Access & SQL Server databases for team operations.
 - Maintained and created scripts in VBA & apps in VB.NET to support team operations
- D2M Technologies Round Rock, Texas
PCB Designer 10/2004 – 05/2008
- Performed printed circuit board layout from schematic netlist and engineering guidelines.
 - Reviewed PCB Layout per designs requirement, verifying that products specifications were being met and avoiding unnecessary reengineering work.
 - Produce documentation to support fabrication of the board.
 - Worked effectively with multi-discipline engineering team, delivering integrated solutions.
 - Used Mentor Graphics Expedition, Cadence Allegro, OrCAD, PADS PowerPC

Academic Background

Bachelor of Computer Science, University of Phoenix, expected graduation 2024
Web Development Program, University of Texas, Certification, 2020