

Contact

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Top Skills

GitHub
Mobile Applications
Android Studio

Languages

English (Native or Bilingual)
Spanish (Native or Bilingual)

Certifications

Remote Android Development
Course

Publications

My Udacity Journey to become an
Android Developer

Jaime Nunez

Android Developer | Sr. Tech Support Professional | Computer
Science | Web Development
Brooklyn, New York, United States

Summary

Technology has been the backbone of my career for the majority of my recent growth. I decided to take it a step further and challenge myself by going back to school to study Computer Science focusing on Web & App Development at Hunter College while working full-time at the largest health network in the state of New York. I've had the opportunity to grow in my technical skills and project levels - recently creating multiple Android apps which you can find on my GitHub.

Experience

NYC Health + Hospitals

System Analyst

August 2013 - Present (10 years 3 months)

- Directly support all HHC employees with all software or hardware issues including desktop, laptop, software errors, navigation, etc.
- Process a daily average of 50 incoming calls.
- Record all incoming interactions (calls, emails, voicemails, & callbacks) using the ServiceNow ticketing system for quality assurance.
- Process more than 100 emails daily from employees and third-party vendors at varying levels from C-Suite to interns.

Newtech, SA

3 years 6 months

Verizon Tier 2 Help Desk Representative

October 2011 - December 2011 (3 months)

Santo Domingo, Dominican Republic

- Aligned with Tier 1 help desk agents to resolve advanced trouble tickets in a customer-facing role, resolving all issues directly with the customer or employee.
- Worked cross-functionally with Testers, Developers, and Billing Team to ensure the maintenance of the Verizon Portals.

Verizon Tier 1 Help Desk Representative

July 2008 - September 2011 (3 years 3 months)

Santo Domingo, Dominican Republic

- Worked directly with customers and employees to record all errors, issues, or failures in any websites before handing them off to Sr. Help Desk Representatives.
- Created monthly training and expense reporting for Executives to showcase the employee knowledge of products and services - alongside bi-monthly status requests from Verizon.

Stream Global Services

2 years 10 months

Office Depot Customer Service Representative Enterprise Division

July 2006 - July 2008 (2 years 1 month)

San Isidro Free Zone, San Isidro, Santo Domingo, Dominican Republic

- Served MNC clients to place office supply orders and resolve the status of orders.

Clients included: DEA, INS, FBI, IOC, Burger King, Miami Heat, Georgia Tech, John Hopkins University

Office Depot Customer Service Representative Business Direct Division

January 2006 - July 2006 (7 months)

San Isidro Free Zone, San Isidro, Santo Domingo, Dominican Republic

- Served small business clients to place office supply orders and resolve the status of orders.

Sirius Customer Service Representative

October 2005 - December 2005 (3 months)

San Isidro Free Zone, San Isidro, Santo Domingo, Dominican Republic

- Worked directly with customers to maintain accounts, support and resolve billing issues, and troubleshoot specific radios.

Education

Hunter College

Bachelor of Arts - BA, Computer Science · (January 2020)

Hunter College

Bachelor of Arts - BA, Communication and Media Studies: Concentration in
Emerging Media · (January 2020)