

## ROBERTO RIVERA

OBJECTIVE	As a self-taught programmer, I seek to expand my knowledge by challenging myself in a field that is constantly changing.
SKILLS & ABILITIES	HTML5; CSS3; JavaScript; jQuery; Bootstrap; AJAX; Adobe Photoshop; MS Office Suite; Git; Github; Scrum; Autodesk Maya LT; Autodesk 3ds Max; Linux, Windows OS, Mac OS, VMWare
WORK EXPERIENCE	<b>FRONTIER COMMUNICATIONS   ROCHESTER, NY</b> Level I Tech Support; Escalation Specialist   April 2015 - Present <ul style="list-style-type: none"><li>Created and maintained Excel Spreadsheets to track tickets worked among fourteen employees.</li><li>Strong break-fix resolution.</li><li>Transitioned to Escalation team in April 2016 as a project position.</li><li>Responsible for addressing and resolving Agency complaints such as FCC, BBB, Attorney General, etc.</li><li>Level II Tech Support for DSL, Cable and Fiber connections.</li></ul> <b>CONCENTRIX   ROCHESTER, NY</b> Sales Representative   October 2014 – February 2015 <ul style="list-style-type: none"><li>Inbound sales agent that answered questions regarding products in an effort to upsell.</li></ul> <b>PUBLIC STORAGE   ROCHESTER, NY</b> Relief Manager   June 2014 – October 2014 <ul style="list-style-type: none"><li>Managed properties by taking inbound requests regarding for liens, reservations and auctions.</li></ul>
EDUCATION	<b>ART INSTITUTE OF PITTSBURGH   PITTSBURGH, PA</b> Game Art & Design, B.S. <ul style="list-style-type: none"><li>Focus in animation and game design.</li></ul> <b>ORANGE COUNTY COMMUNITY COLLEGE   MIDDLETOWN, NY</b> Liberal Arts, A.S. <ul style="list-style-type: none"><li>Focus in Art and Literature.</li></ul>