Rick Fuentes

source@rickfuentes.io • Orlando, FL 32837

EDUCATION

Information Systems Technology B.S.
Seminole State College, Lake Mary, FL
Graduation Spring 2025

A.A. Degree
Seminole State College, Lake Mary, FL, 2019
Cum Laude

HS Diploma
Lake Mary High School, Lake Mary, FL, 2014
Honors

CERTIFICATIONS

Class A CDL
North American Driver Training Academy, Cedar Rapids, IA 2020

DBPR Approved Food Safety Provider
Florida Restaurant and Lodging Association, FL 2023

AWARDS

Excellence in Service
EBG, 2019

FSSC Scholarship
Florida State Spanish Conference, FL, 2014

PROFESSIONAL SUMMARY

Motivated **Software Engineering** student with experience in IT troubleshooting, web development, and B2B operations, currently pursuing a B.S. in **Information Systems Technology**. Skilled in supporting business clients through data analysis and project management tools. Proficient in Java, C++, Python, and JavaScript software languages with hands-on experience in MySQL, Docker, and Jenkins in Agile environments. Bilingual in English and Spanish. Seeking opportunities to apply technical expertise and problem-solving skills to contribute to innovative development projects.

Technical Skills

- **Languages**: Java, JavaScript, JSP, C++, Python, HTML, CSS, XML, JSON
- **Methodologies**: Scrum Agile Methodology
- **Platform Tools**: MySQL, Docker, Kubernetes, Jenkins, Wireshark, VisualVM, Maven, Junit, JMeter, Apache, XAMPP
- **Version Control**: Git, GitHub
- **Software Tools:** Microsoft Suite (Word, PowerPoint Excel, Teams, Access, SQL Server), Visual Studio Code, Android Studio
- **Management Systems**: Tableau, QuickBooks, JIRA, Salesforce, BoardEffect

Soft Skills

- Strong Team Collaboration & Leadership
- Sales & Customer Service Experience
- Conflict Resolution & Emotional Intelligence
- Effective Communication (Written & Verbal)
- Multitasking & Time Management

Additional Skills

- Bilingual: Fluent in English and Spanish.
- Familiar with SDLC, Government Forms, DOT Regulations
- Technical Documentation & Reporting
- Typing Speed: 55+ WPM

EXPERIENCE

Concepts Media Group

Independent Contractor / Executive Assistant | Orlando, FL | May 2021-Mar 2023

- Provided executive-level support in B2B operations, ensuring seamless communication and efficient project management.
- Managed projects with board of directors, including financial analysis, drafting reports, and coordinating weekly deliverables.

Swift Transportation

Commercial Driver | Moberly, MO | Jun 2020-Dec 2020

- Managed logistics and delivery operations, adhering to strict DOT safety guidelines.
- Developed problem-solving skills by overcoming logistical challenges, ensuring timely and accurate deliveries.

CRST International Expedited

Commercial Driver | Cedar Rapids, IA | Feb 2020-Jun 2020

- Delivered high-priority freight with a focus on precision and reliability, maintaining a perfect delivery record.

Entertainment Benefits Group (EBG)

Customer Care Representative | Orlando, FL | Feb 2019-Nov 2019

- Resolved complex software and system issues for customers, providing top-tier technical support.
- Recognized with the **Excellence in Service Award (2019)** for outstanding customer service and technical problem-solving.