

Rick Fuentes

source@rickfuentes.io • Boston, MA 02115

EDUCATION

Information Systems Technology B.S.

Seminole State College
Lake Mary, FL, 2025

Magna Cum Laude

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

SKILLS

Fluent Languages: English,
Spanish

Programming Languages: Java,
JavaScript, JSP, C++, Python,
HTML, CSS, XML, JSON

Methodologies: Agile, Waterfall

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

AWARDS

Excellence in Service EBG,
2019

PROFESSIONAL SUMMARY

Disciplined Software Engineering professional with 4+ years of experience in IT troubleshooting, and B2B operations problem-solving. Graduated Magna Cum Laude with a B.S. in **Information Systems Technology**. Skilled in supporting business objectives through data analysis, project coordination, and executive-level collaboration. Proficient in Java, C++, Python, and JavaScript, with hands-on experience in varied development environments. Bilingual in English and Spanish. Actively seeking opportunities to grow in data analytics while contributing to innovative impact-driven projects.

EXPERIENCE

Schneider National

Commercial Driver | Shrewsbury, MA | June 2025-Present

- Managed logistics and delivery operations, adhering to strict DOT safety guidelines.
- Developed problem-solving skills by overcoming logistical challenges, ensuring timely and accurate deliveries.
- Delivered high-priority freight with a focus on precision and reliability, maintaining a perfect delivery record.

Concepts Media Group

Executive Assistant to CEO | Orlando, FL | Jan 2021-May 2025

- Acted as liaison between CEO and board of directors, providing technical documentation, drafting reports, and ensuring timely execution of weekly objectives.
- Demonstrated leadership and time management by coordinating multiple cross-departmental projects and managing sensitive client communications.
- Researched and prepared government-compliant documentation, including form submissions aligned with regulatory and legal standards.
- Applied strong written and verbal communication to manage B2B relationships and internal workflows, ensuring clarity and operational alignment.

Swift Transportation

Commercial Driver | Moberly, MO | Feb 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.
- 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.
- Balanced high call volume while maintaining quality support, showcasing multitasking and time management strengths.
- Recognized with the **Excellence in Service Award (2019)** for outstanding customer service and technical problem-solving.