

Rene Cortez

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SUMMARY:

- Information technology professional with outstanding analytical, interpersonal and communication skills.
- Experienced in object-oriented programming; developing, testing and debugging code; designing interfaces; and administering systems and networks.
- Able to build a Web presence from the ground up – from concept, navigation, layout, and programming to UX and SEO.
- Served 4 years in U.S. Navy where I led a group of four Operation Specialists in both surface and air warfare.

TECHNICAL SKILLS:

Developmental Tools: Java, Spring, REST, JavaScript, jQuery, CSS, Bootstrap, GitHub, XML, AJAX, MySQL, Maven, IntelliJ, Tomcat

Adobe Creative Cloud: Illustrator, InDesign, Photoshop, XD,

Capstone Project: Working as part of a 3-member team on web application that will connect homeschooler and teachers to provide subject matter expertise. Tools: IntelliJ, Spring, Java, MySQL, HTML, CSS, JavaScript

Project: Weather App, Simple Simon, Adlister, Blog Spring

WORK EXPERIENCE:

Mac + Advisor Tier

July 2016-Jan 2016

VMC, San Antonio, TX

- Installation, troubleshoot and resolved technical issues for all iOS and Mac OS devices.
- Managed call flow and responded to technical support needs of customers.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Promoted to position based on constant 100% satisfactory customer service.

Loans & Collections Coordinator

Jan 2014–May 2016

Texas A&M SA, San Antonio TX

- Independently directed all collection efforts involving institutional emergency loans, returned checks, and other outstanding student debts.
- Performed and conducted orientation for incoming students.
- Maintained strict adherence to federal and university guidelines when dealing with loan accounts for institutions.
- Consulted with Ellucian software development team to understand business processes and to assist in becoming effective and utilize the banner ERP system.

Collection Specialist

April 2007-Jan 2014

UTSA, San Antonio, TX

- Located and notified students of delinquent accounts to solicit payment for outstanding balances to arrange for debt repayment or establish repayment plan.
- Collaborated with collection agencies to ensure payment are properly applied to delinquent accounts and recalled for purpose of write off, bankruptcy and litigations.
- Maintained strict adherence to federal and university guidelines when dealing with loan accounts from institutions.
- Received the “Celebrating Excellent Award” for demonstrating excellence in Creativity, Promoting Change and Communication.

Network Technician

Aug 2001-Sept 2003

PrimaStaff, San Antonio, TX

- Identified and solved user issues with hardware and software problems related to desktops, laptops, printers and peripherals.
- Solve user issues with connectivity problems in a LAN/WAN environment. Performed advanced preventative maintenance on installed equipment, install add on components, and provide advanced advise to end users on hardware and software issues.
- Setup and deployed of PC's, printers, and peripherals for newly constructed or renovated areas.

EDUCATION:

U.S. Navy

Aug 1999

Operation Specialist 2nd Class

Codeup

July 2017

Full Stack Software Development/Java

GPA: 4.00

Palo Alto College

May 2005

Associate of Science/Information Systems

GPA: 3.25