

## ALBERT RUBIO

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### PROFESSIONAL SUMMARY

A **technical support and compliance professional** with 5 years of experience in the design, planning, and implementation of strategic programs. Someone who can communicate and can work cross-functionally at all levels of an organization and a creative problem solver who transforms ideas into action with systems-oriented thinking, intelligent planning, and an ability to successfully lead teams.

Areas of Professional expertise:

- **Working Cross-functional**
- **Leadership and Teambuilding**
- **Creative Problem Solving / Strategic Thinking**
- **Positive customer experience and interaction**
- **Knowledge of system principles, theories, concepts, and technologies**

### PROFESSIONAL SKILLS DEMONSTRATED

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The Hertz Corporation

*October 2017 – November 2018*

*An American car rental company that operates 9,700 international corporate and franchisee locations. As of 2016, the company has revenues of US\$9.4 billion, assets of US\$1.9 billion, and 36,000 employees.*

#### **Customer Service Representative**

An essential member of the team and brand ambassador, providing the fastest, easiest, and most valued experience to our customers. This team member provided world class customer service professionally and effectively to meet the customers travel needs.

- **Working cross-functional:** Operated within area of rental counter, gold choice, and exit gate at the location as well as helping with rental car returns and incident reports.
- **Leadership and teambuilding:** Achieved personal sales goal while supporting the goals of the team and drove continuous improvement by communicating customer feedback and engaged in action planning to improve customer satisfaction.
- **Positive customer service experience and interaction:** Effectively communicated services to enhance customers travel experience.

CHARTER COMMUNICATIONS INC.

*September 2016 – September 2017*

*An American telecommunications company, which offers its services to consumers and businesses under the branding of Spectrum. Providing services to over 25 million customers in 41 states.*

#### **Field Operations Technician**

Performs installations, disconnects, reconnects, service upgrades and downgrades, and relocates for residential units. Integrated various company services with customer's equipment and ensured proper levels of signal quality.

- **Positive customer experience and interaction:** Educated customer on proper use of services and equipment, including how to access online help and escalated unresolved customer issues to supervisor.
- **Knowledge of system principles, theories, concepts, and technologies:** worked with computer operating systems and a variety of consumer communications devices (smartphones, routers, modems, wireless devices)

EQUUS COMPUTER SYSTEMS

*February 2016 – July 2016*

*Equus has delivered more than two-million built-to-order computer systems to independent software vendors. One of America's largest computer system manufacturers with partners like Microsoft, Intel, VMware, Asus, Seagate, Supermicro, and Nobilis.*

### **Repair Technician (Contract Position)**

Responsible for repairing electro-mechanical components. Repairing Netflix server components, imaging, and quality testing with Linux. Also, repairing Rimage printer components with quality assurance testing.

- **Leadership and Teambuilding:** Was assigned as a team lead for the Rimage project where a select group of techs got sent to Minneapolis to acquire knowledge to repair Rimage print media to support company goals.
- **Working Cross-functional:** Worked with different departments in order to acquire the proper training and tools for a successful mission in having the team proficient in their training.

DELL INC.

*August 2015 – November 2015*

*An American technology company that develops, sells, repairs, and supports computers and services.*

*Employing more than 103,300 people with \$59 billion in revenue and partners like Microsoft, Intel, and Citrix.*

### **Systems Analyst Associate (Contract Position)**

Responsible for maintaining a high level of customer service through assisting end-users with HIPPA compliance and software applications within Cedar-Sinai hospital. Implementing and providing ongoing support for a variety of strategic programs and the presence of Cedars-Sinai Link on the web and IT systems.

- **Working Cross-functionally and in Teams:** Contributed to the integrations and applications team to upgrade all workstations from Windows XP to Windows 7 using MDT and Ghost images in order for Cedar-Sinai hospital to comply with HIPPA regulations with Bitlocker encryption and to advance in technology.

MILESTONE TECHNOLOGIES, INC.

*April 2015 – May 2015*

*An IT firm offering relocation, deployment and managed support services to Fortune 100 companies with over 200 clients in 18 countries and over 1300 employees, an annual growth of 28% and \$500,000 to \$1 million in revenue.*

### **Technician (Contract Position)**

Responsible for upgrading and deploying Dell monitors to all Kaiser Permanente hospitals in the L.A. area in order to comply with departmental goals. Installed PC hardware and modified configuration as needed to ensure user productivity. Also, provided positive customer experience with each customer interaction.

- **Project implementation and coordinated set up:** contributed to the set-up and installment of modern Dell monitors in all Kaiser Permanente hospitals and clinics to increase user productivity. Modified workstation configuration to adapt dual monitor use and productivity.

UNITED STATES ARMY

*August 2008 – May 2014*

*The largest branch of the United States Armed Forces performs military operations to preserve the peace, security, and to provide for the defense of the United States with a combined-component strength of 1,105,301 soldiers.*

### **Information Technology Specialist**

*July 2011 – May 2014*

Responsible for the installation, operation, and maintenance of equipment valued in excess of \$3,000,000. With the management of active directory and user accounts on tactical SIPR and NIPR exchange services which service over 3,000 users.

- **Leadership and Teambuilding:** Successfully managed a staff of 8 soldiers. Led the preparation of regular performance reviews, participated in the training of several soldiers, and proactively cultivated a culture of teamwork and individual accountability. Earned a reputation for fostering top IT talent at the Network Enterprise Center with 501<sup>st</sup> Signal Brigade, Korea.
- **Equipment and Facilities Maintenance:** Directed the procurement of radios, satellite systems, computer systems, batteries and other media devices to anticipate the needs of Special Operations in Fort Carson,

Colorado. Set up satellite (SDN-Lite) systems and Tactical Local Area Network servers and maintained equipment in support of Special Operation missions.

### **Infantryman**

*August 2008 – June 2011*

Accountable and ambitious, able to remain focused and productive in challenging situations. Responsible for the maintenance and operation of combat vehicle and maintained accountability of up to \$6,000,000 dollars' worth of equipment. Performed and operated platoon communications equipment.

- **Working Cross-functionally and in Teams:** Entrusted to secure and promote professional and lasting partnerships with Iraqi Security Forces within the units' area of operation, lead and conducted combat patrols with Iraqi Security Forces within the guidelines of the unit commander.

- **Attention to detail:** Collected and reported tactical information as a member of a combat patrol.

Responsible for maintaining operational order of a STRYKER combat vehicle and on-board weapon systems before and after combat missions.

## **EDUCATION**

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### **CompTIA**

**October 07, 2013 to October 07, 2016**

Technical Certificate in Security+

### **University of Maryland-University College**

**January 10, 2012 to August 10, 2012**

College transfer work completed

### **DevCodeCamp**

**August 02, 2020 to November 02, 2020**

Software Engineering Graduate

## **OTHER RELEVANT INFORMATION**

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**Professional Development:** Non-Commissioned Officer Professional Development

### **Awards and Recognition:**

- Army Commendation Medal from Army on September 10, 2010
- Army Achievement Medal from Army on August 05, 2009
- Army Good Conduct Medal (2nd Award) from Army on April 08, 2011 & April 08, 2014
- National Defense Service Medal from Army on April 07, 2008
- Global War on Terrorism Service Medal from Army on April 07, 2008
- Korean Defense Service Medal from Army on August 30, 2011
- Iraq Campaign Medal with Campaign Star from Army on October 10, 2009
- Non-Commissioned Officer Professional Development Ribbon from Army on November 11, 2011
- Army Service Ribbon from Army on April 07, 2008
- Overseas Service Ribbon from Army on July 30, 2011
- Certificate of Achievement (2nd Award) from Army on March 08, 2012 & September 30, 2013
- Medal of Valor from Downey Elks 2020 on September 18, 2012
- Certificate of Recognition from California Senate on September 18, 2012

**Additional Languages:** Spanish (Advanced)

**Technical Skills:** C#, HTML, CSS, JavaScript, jQuery, JSON, Microsoft SQL Server, ASP.Net core MVC, Microsoft Entity Framework & Visual Studio, Git & GitHub. MS Excel (Beginner), MS Word (Master), MS Power Point (Intermediate), Active Directory.

**International Work:** Extensive travel to and professional experience working in Korea, Africa, Kuwait, and Iraq.

**Volunteerism:** *Boys Scouts*—Scout Master Assistant (2012-2013)

*Cheonhye Orphanage*—Orphanage Volunteer (2012)