ELVIS SANCHEZ

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SUMMARY

Experienced in hardware technical support and software engineering. Work with Network configurations and softwares as well as helpdesk support, programming and database management. Fluent in English and Spanish

TECHNICAL SKILLS

- Programming languages: Java, JavaScript, HTML, XML, CSS, PHP, HTML5
- Database: MySQL, SQL-Plus, Oracle, Access, Data Warehouses: Worked with Bus Matrix, Star Join Schemas, Entity Relational Designs (ERDs)
- Operating Systems: Windows 7-10, Linux, Mac
- Proficient in Microsoft Office Suite: Word, Excel, PowerPoint, Outlook

PROFESSIONAL EXPERIENCE

Goodwill Care Coordination   **(Long Island City, NY)**
Respite/Direct Support Professional   July 2018 – Present

- Assist AVP in organizing, and promoting interest in recreation activities
- File Respite forms and miscellaneous documents accurately and in chronological order
- Follow Medicaid, State Funding source and agency guidelines and regulations when providing document services

Information clerk/Office Clerk

- Perform clerical duties such as drafting and filing correspondences, answering phone calls, scanning and uploading documents
- Train care managers on the basics of the MediSked computer based program
- Responsible for the organization of sensitive documentation related to client information.

SPARK at Simons Foundation   **(New York, NY)**
QA Web Tester (Intern)   August 2019 – November 2019

- Contribute to the maintenance of a library of requirements, test plans, product performance and update the documentation as required.
- Conduct software testing in collaboration with external testing companies, internal developers, internal product team and clinical staff
- Assist in monitoring and updating tickets tracking new software updates and bug reports
- Use a variety of programs, such as JavaScript for backdoor programing, and Airtables for project management, in order to help the development team with their test cases

Metropolitan Transportation Authority   **(New York, NY)**
Data Entry Operator 2   June 2016 – October 2016

- Entered MTA employee information for company's data warehouse using Excel
- Organized sensitive information such as social security numbers and salary of MTA employees
- Assisted co-workers with Excel and Outlook
- Worked together with co-workers to plan out how to finish projects effectively

EDUCATION

- **New York City College of Technology, CUNY**   **Brooklyn, NY**
  - Bachelor of Technology in Computer Systems   December 2015
  - Associate in Applied Science in Computer Information Systems   July 2014

- **NPower Technology Career Accelerator Brooklyn, NY**   May 2016
  - ITSM Course focusing on the fundamentals of ITSM, ITIL, Cloud Computing and ServiceNow System Administrator Platform

CERTIFICATIONS

- **Information Technology Infrastructure Library (ITIL Certification)**   May 2016
  - ➢ Certificate Number: 05000002
- **Service Now System Administrator Certification**   May 2016
  - ➢ Certificate Number: 5656217.20522719