Ricardo J. Ñeco

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EDUCATION

Florida International University, Miami, FL   Jan 2018 – Dec 2021
Bachelor of Business Administration in Finance
Zeta Beta Tau, Operations Director (Vice President)
- Increased overall GPA through leading the Academic team.
- Reduced operational costs through more efficient tech-oriented operation.
- Attended regular leadership, and other educational seminars.

Related coursework – Business Law, Accounting, Management, Public Speaking and Statistics.

University of Puerto Rico: Rio Piedras, San Juan, P.R.   Aug 2016 – Oct 2017
Intended Bachelor of Business Administration in Finance
Enactus UPRRP Member

WORK EXPERIENCE

IntelVox L.L.C., Dorado, P.R.   *IT Director*   January 2020 – Present
- Designed and developed agent monitoring software to increase productivity.
- Designed and developed network and security infrastructure for the office.
- Designed and developed all inbound and outbound call flows to ensure SLA with clients.
- Oversee and manage over 200 devices on both local and remote networks.

Best Buy, Miami Beach, Fl   *Customer Experience Specialist*   Sep 2018 – Jan 2019
- Computing Section Sales Consultant.
- Provided enjoyable experiences while tying customer needs with solutions.
- Mediated difficult customer service situations through bilingual skills.

Enactus UPRRP, San Juan, P.R.   *Marketing / Content Creator*   Sep 2016 – May 2017
- Developed social media strategies and created content to improve engagement and sales.
- Developed the online store to increase sales of over 40 local farmer's products.
- Redesigned the image of the start-up using Adobe Illustrator to improve the appearance with a more professional and younger look.

Skills

- Service and Result Oriented
- Python, Lua, Javascript back-end software development
- Adobe Suite Skills (InDesign, Illustrator, Photoshop, Lightroom & Premiere Pro)
- Excellent Social Skills
- Amazon Web Services and Google Cloud Console
- Social Media Marketing (Facebook, Instagram, and Twitter)
- HTML, CSS front-end development
- Full English and Spanish oral and written proficiency