

## CORE QUALIFICATIONS

- Experience and understanding of Object Oriented Programming and Model View Controller paradigms
- Experience with writing PHP functional and object oriented code
- Experience with writing WebTest automation scripts
- Understanding of the Java Platform (SE) and Enterprise Edition (J2EE)
- Extensive experience with installing and configuring WordPress content management system, with custom themes, and plugins
- Experience with MySQL database and writing SQL queries
- Good oral and written communication in Spanish and English
- Experience with working in a remote location without supervision

## TECHNICAL EXPERTISE

- **Languages:** PHP, J2SE, J2EE, JavaScript, CSS, HTML, XML
- **Paradigms:** Object Oriented Programming (OOP), Model View Controller (MVC)
- **CMS:** WordPress, Drupal, Magento, Webflow, SilverStripe, Joomla
- **Frameworks:** Familiar with Laravel, CakePHP, CodeIgniter, SilverStripe
- **Databases:** MySQL, SQL Queries
- **OS:** Windows (Windows NT/2K/XP Pro/Vista/10/Server 2012), LINUX, Mac OS X, iOS
- **Applications:** Microsoft Office, Adobe Creative Suite, Terminal, CMD, Netbeans and more
- **Version Control Systems:** Subversion, Git, BitBucket (Atlassian Product)
- **Speak, Read and Write Fluently:** English and Spanish

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## PROFESSIONAL EXPERIENCE

September 2017  
- Present

**WATCHTOWER** | [www.jw.org](http://www.jw.org)

*Remote Computer Support Specialist*

- Create, close and escalate help desk ticket with Redmine
- Connect to a RDS server in Windows Server 2012 R2 via VPN with Pulse Secure to assist other remote users to do the same
- Help remote users all over the US territory, in different time zones, with issues on Office 365, Skype For Business, OneDrive For Business, Sharepoint, Windows Desktop, network connectivity, mobile devices issued by organization, and installing applications using local and domain administrator access
- Utilize anti-virus and malware solutions when necessary.
- Call and receive calls from users all over the US territory on Skype For Business
- Connect remotely to Windows and Mac computers using Zoho Remote and Quick Assist
- Image and deploy Laptops as needed
- Collaborate with System and Network Administrator on troubleshooting procedures.

## Victor Figueroa

(908) 463-0933

[figueroa.victorj@gmail.com](mailto:figueroa.victorj@gmail.com)

Lyndhurst, NJ 07071

- Help users with domain account issues via Active Directory
- Have daily interaction with other colleagues in remote locations
- Monitor and update Redmine ticketing system

February 2016 -  
Present

**HUDSON COUNTY COMMUNITY COLLEGE** | Jersey City, NJ | [www.hccc.edu](http://www.hccc.edu)  
*Computer Support Specialist*

- Create and Close help desk work orders in BMC Numara Track-it!
- Respond to customers for technical issues by phone, emails, and in person.
- Install and troubleshoot hardware, software, network, and mobile devices in the Jersey City and North Hudson campuses
- Perform job duties with limited to no supervision
- Contact college technology vendors such as Verizon, Dell and Sharp
- Maintain 200+ Faculty and Staff workstations in Jersey City and North Hudson campuses.
- Serve as main contact for technical support at the North Hudson Campus.
- Provide Remote Desktop solutions with PDQ Deploy, Dell KACE, Windows Remote, System Center Configuration Manager (SCCM), and UltraVNC
- Install and utilize anti-virus and malware removal solutions such as Kaspersky, Malwarebytes, Hitman, CCleaner and more.
- Test newly installed hardware, and software applications, for future deployment
- Collaborated with System and Network Administrator with troubleshooting procedures, and maintaining copiers via printer servers
- Provide backup and restoration services for Faculty and Staff data when replacing damaged hard drives or installing new equipment.
- Deploy Dell KACE images throughout campus computer labs, Faculty and Staff stations
- Manage and maintain hardware and software for more than 10+ computer labs (Windows and Mac OSX) that service over 9,000+ students
- Train professors, students and staff with classroom and office technology equipment
- Help students with computer difficulties, such as Wifi connectivity on laptops, mobile devices, and account issues via Active Directory, Ellucian, HCCC Portal, Email, HCCC website, and Blackboard access. This includes personal and college devices.
- Update Group Policy for Professors and Students in Active Directory
- Have daily interaction with staff, faculty, and students
- Monitor and update BMC Tract-it help desk ticketing system
- Assess situations and escalate within HCCC's organizational structure

August 2012 -  
October 2013

**WATCHTOWER** | BROOKLYN, NY | <http://www.jw.org>  
*PHP Developer*

- Collaborated with Web and Javascript Developers to fix bugs.
- Provide periodic metrics/reports for project health.
- Test development and production web sites on laptops, tablets, mobile devices running iOS, Android and Windows operating systems (e.g. MacBooks, Windows Computers, iPhone, iPad, Tablets, etc.)

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- Wrote WebTest automation scripts
- Implemented functionalities with in-house PHP framework for enterprise applications that provide all possible language codes for 700+ languages.
- Wrote custom SQL queries to retrieve & update data from MySQL DBMS.
- Reviewed and provided reports of the efficiency or effectiveness of PHP procedural, object oriented, and JavaScript code.
- Tested development and production database applications on laptops, tablets and mobile devices running iOS, Android and Windows operating systems. (MacBook, IBM Compatible Computers, iPhone, iPad, etc.)

February 2012 -  
August 2012

**BBDO** | NEW YORK, NY | <http://connect.bbdo.com>

*PHP Developer*

- Customized WordPress CMS to developed enterprise application to be used by BBDO offices in 50+ countries.
- Collaborated with Front End Developers by developing back-end functionalities in procedural and object oriented code to provide content.
- Developed custom WordPress Custom Post Types, short-codes, theme, and plugins.
- Wrote custom SQL queries to retrieve and update data from MySQL DBMS.
- Tested development and production environments on laptops, tablets and mobile devices running iOS, Android and Windows. (e.g. MacBook, Windows PC, iPhone, iPad, Android tablets, etc.)
- Configured and maintained Linux servers (OpenSuSe, CentOS 6.x and Ubuntu 12.x).
- Installed and configured Subversion on Linux Servers.
- Wrote CSS3 based on wireframes provided by BBDO Design Team in Portugal.
- Developed jQuery Scripts for functionalities, and integrated other JavaScript libraries and media players (e.g. TextExt, JW Player, Fancybox, prettyPhoto)
- Wrote custom SQL queries to retrieve and update data from MySQL DBMS
- Tested development and production environments on laptops, tablets and mobile devices running iOS, Android and Windows. (e.g. MacBook, Windows PC, iPhone, iPad, Android tablets, etc.)

January 2008 –  
October 2012

**STANLEY THEATRE** | JERSEY CITY, NJ (Confidential Website)

*Remote Programmer Analyst II*

- Installed, configured & maintained Ubuntu Server 10.4 w/ LAMP
- Designed & developed intranet web site using WordPress, custom OO PHP, MySQL, CSS, various JavaScript libraries on a MacBook Pro.
- Configured WordPress to connect to an external Microsoft Access database using PHP, MySQL and JavaScript.
- Wrote custom SQL queries to retrieve data from MySQL DBMS. ● Tested development and production intranet site on laptops, tablets and mobile devices running iOS, Android and Windows operating systems. (MacBook, IBM Compatible Computers, iPhone, iPad, etc.)
- Customized WordPress CMS to developed enterprise application to be used by BBDO offices in 50+ countries.

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June 2010 – Dec.  
2010

**R.C. WINKLE** | PLAINFIELD, NJ | <http://www.rcwinkle.com>

*Remote Programmer Analyst*

- Designed and developed e-commerce site with PrestaShop CMS, PHP, CSS, HTML.
- Configured CMS according to company policy.
- Tested development and production web site on laptops, tablets and mobile devices running iOS, Android and Windows operating systems. (MacBook, IBM Compatible Computers, iPhone, iPad, etc.)

October 2008 –  
June 2010

**UMDNJ SPH** | PISCATAWAY, NJ | <http://sph.umdnc.edu>

*Programmer Analyst II*

- Re-designed, developed and maintained the school website with Coldfusion, PHP, MySQL, JavaScript, CSS, Photoshop, Illustrator and Dreamweaver CS5 on a MacBook Pro
- Designed & developed various centers and departments sites with Drupal CMS, PHP, MySQL, CSS, HTML, JavaScript, JQuery, Photoshop, Illustrator and Dreamweaver CS5.
- Provided software & hardware support for Macbooks and Dell desktops, laptops running Windows Vista and XP in computer labs and individual staff members.
- Supported printers, projectors and video conferencing such as vTel for faculty, staff and visiting speakers.
- Wrote custom SQL queries to retrieve data from MySQL DBMS.
- Tested development and production web site on laptops, tablets and mobile devices running iOS, Android and Windows operating systems. (MacBook, IBM Compatible Computers, iPhone, iPad, etc.)

August 2007 –  
March 2008

**A.D. CONTRACTING & REMODELING LLC** | [www.adcontracting.net](http://www.adcontracting.net)

*Remote Programmer Analyst*

- Designed & developed site remotely without supervision
- Technologies used: HTML, PHP, MySQL, CSS, Photoshop, and Illustrator.

April 2000 - July  
2004

**IBM** | WHITE PLAINS, NY | [www.ibm.com](http://www.ibm.com)

*Remote Web Developer*

- Collaborated with Creative Director and Lead Developer on multiple projects
- Designed graphics and icons with Adobe PhotoShop and Illustrator for internal and external customers
- Developed and maintained public and department websites with JavaScript, DHTML, CSS, and HTML

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## EDUCATION

September 2011  
– February 2012

**Java / J2EE Programming**

Kaizen Technologies, Edison NJ

March 1998 –  
March 2000

**Associate in Applied Science, Computer Network Administrator**

Gibbs College, Montclair NJ