

RAINIER R. BIGUERAS

(773) 387-4987

Bigueras.Rainier@gmail.com

EDUCATION

Bachelor of Science in Computer Science, with a focus in Information Technology
Northeastern Illinois University – Chicago, IL

September 2014 –
May 2019

Associate Degree in Liberal Arts
Wilbur Wright College – Chicago, IL

August 2008 –
December 2013

RELATED COURSEWORK

Programming I, II

Client-Side Web Development

Server-Side Web Development

Modern Database Management

Fundamentals of Software Engineering

Algorithms

Open Source

Computer Networks

Data Structures

SKILLS AND CERTIFICATIONS

Knowledge of Microsoft Office

Proficient in Windows OS (7, 8, 10)

Knowledge of TCP/IP Networking

Programming Languages (**Java, HTML/CSS, MySQL**) Some basic Cloud and AWS knowledge.

WORK EXPERIENCE

Tata Consultancy Services

July 2019 –

Walgreens Point of Sale

Present

- Use Linux Java and SQL to check issues with store servers
- Troubleshoot incoming tickets from Walgreens stores and employees through Remedy platform and email
- Work with other Walgreens groups to fix issues related to point of sale
- Manage point of sales servers and troubleshoot if servers shut down
- Educate new members on the SOP process for ticket troubleshooting
- Use critical thinking skills to help fix issues at the store level
- Manage individual associates' incident counts and assigned duties to associates
- Responsible for scheduling weekend shifts and maintaining tracker

JPMorgan Chase – Chicago, IL

October 2014 –

Remittance Specialist:

June 2019

- Assess, verify, and extract all envelope content
- Organize, scan, and digitize all extracted information
- Operate Opex 50/51 and 150 Machines
- Troubleshoot and perform routine maintenance on extractor equipment (Opex 50/51, Opex 150 machines)

PNC Bank – Itasca, IL

August 2013 –

Operations Specialist: Mail Extractor

October 2014

- Examine and organize documents from envelopes
- Review and verify checks for the exact amount
- Generate digital copies of checks
- Perform and ensure accurate data entry

IBML Scanner

- Create digitized copies of documents coming from extractors
- Inspect extractor work and monitor for errors