

PAUL RUBINO

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SUMMARY

A client-focused and detail-oriented technical support engineer with expertise in web development and documentation. Experienced in platform configurations, troubleshooting, and process improvements, with excellent problem-solving skills and a strong commitment to customer success. Proven ability in developing responsive, scalable applications with a focus on accessibility and user experience. Strong collaboration and technical writing skills, creating clear, structured documentation to enhance training, streamline troubleshooting, and improve operational efficiency. A proactive learner who leverages emerging technologies to enhance functionality, automate processes, and create innovative solutions for evolving business needs.

TECHNICAL SKILLS

Web Development: HTML5, CSS3, PHP, MySQL, JavaScript, Python, Bootstrap

Documentation and CMS Management: WordPress, SharePoint, Confluence

Data Management and Version Control: CSV, JSON, XML, Git, Amazon S3

Other Tools: Jira, Salesforce, Visual Studio Code (VS Code)

EXPERIENCE

ICIMS

Holmdel, New Jersey

Technical and Design Support Engineer 2010-2025

- Collaborated with internal teams and clients to troubleshoot technical issues, configure platform settings, and manage Salesforce cases while developing custom solutions tailored to client-specific needs, leveraging best practices to balance essential requirements with desired functionality.
- Resolved 130 ATS branding cases and built 40 custom forms monthly, consistently exceeding client expectations by maintaining 98% customer satisfaction score and delivering 95% of builds ahead of SLAs.
- Created and updated branding templates, using client-provided code, ensuring seamless user experience and functionality between client websites and the ATS platform.
- Built and delivered web-based forms, including job applications, offer letters, direct deposit, and other digital forms used for employee and candidate reporting, communication, hiring, and onboarding.
- Created and maintained structured user guides, FAQs, instructional materials, and use case documentation to improve troubleshooting efficiency and enhance employee training.
- Authored hundreds of documents for the ATS platform, Career Sites, and Visual Studio products, improving training, internal processes, and user comprehension.
- Leveraged modern web technologies, including HTML, CSS, JavaScript, PHP, and MySQL, to present content in a user-friendly environment with enhanced navigation, dynamic content, and responsive design, boosting productivity and reducing resolution times.
- Fostered relationships by facilitating communication between clients and developers and ensuring user requirements were gathered, Jira tickets were accurately submitted, and client requests were promptly resolved.
- Configured Video Studio code and settings to display candidate videos on iCIMS portals and client websites according to detailed specifications, ensuring accurate video placement using proprietary tools, CSS, Regex, and Boolean logic.
- Won the "What-Not-To-Do" award for eliminating unnecessary procedures and tasks, streamlining processes to reduce form build times by 40% and cutting delivery times in half.
- Collaborated with developers to enhance functionality of automated tools, replacing manual processes, improving efficiency, and significantly reducing branding template build times.
- Resolved over 75 Jira tickets for career sites, utilizing VS Code to update HTML, CSS, Sass, and LESS for iCIMS-developed career sites. Collaborated with developers, using Git and Bitbucket, to complete user requests.

ADDITIONAL EXPERIENCE

BLOOMBERG, New York, New York, **Technical and Field Service Support / Documentation Specialist**, 1995-2009. Resolved technical issues related to hardware, software, proprietary functionality, and network connectivity by collaborating with customers, field technicians, and outside vendors to deliver timely solutions. Designed, implemented, and maintained an internal documentation site for operations, providing quick access to step-by-step user guides, process manuals, and use case documentation. Spearheaded the creation of a dedicated Field Service support department to separate complex technical calls from customer inquiries, optimizing response efficiency, significantly reducing wait times, and enhancing overall customer satisfaction. Served as project manager for inter-departmental process-flow documentation, collaborating closely with stakeholders to uncover process gaps and implement streamlined procedures, expediting collection of over \$250k in overdue payments.

EDUCATION

DEVRY UNIVERSITY
B.S., Computer Information Systems

PROFESSIONAL DEVELOPMENT

Currently Enrolled:

LLM Engineering: Master AI, LLMs & Agents
Big Data Engineering with GCP and Azure Cloud
The Complete Python Pro Bootcamp