

Paul Rubino

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Summary

Information Technology Professional with experience in providing internal End-User Support with a proven success in the design and implementation of system solutions and documentation that meet and exceed user expectations. Strengths include detailing and formulating user specifications into user-friendly, highly functional applications and documentation, being creative, highly motivated and a self starter. A team player with excellent organizational and problem solving skills.

Professional Experience

Bloomberg: Documentation Specialist / Intranet Developer

2000 - 2009

731 Lexington Ave

New York, NY 10022

- Designed and implemented the internal documentation system for Bloomberg Operations which included migrating and reformatting all static documents from the existing system to a new, updated user-friendly system with enhanced navigation, functionality and dynamic content.
- Created reference documents, procedure manuals, help guides and tutorials to reinforce training and to assist employees when troubleshooting issues with customers, resulting in faster resolve times and improved customer support.
- Created interactive Flash tutorials, help guides and presentations which included training, product awareness, functionality, and disaster recovery procedures.
- Responsible for writing user specifications and working with the R & D department to enhance and create functions which were implemented to streamline and improve internal procedures.
- Project Team manager for inter-departmental process-flow documentation which was used to create enhanced, improved procedures resulting in the speedy collection of over \$200,000 of overdue payments.

Bloomberg: Field Service and Technical Support

1995 - 2000

731 Lexington Ave

New York, NY 10022

- Created the "Tech CD Troubleshooting Guide" which was sent out to all technicians globally to assist them while working on customer issues, which resulted in a significant reduction of call volume to the help desk and increased field productivity.
- Resolved technical issues involving functionality, hardware and connectivity with Bloomberg customers, technicians, outside vendors and carriers to significantly reduce down time which resulted in elevated customer support, service and satisfaction.

Education

Continuing Education and Training

2009 - 2010

- DeVry University: Bachelor of Science in Computer Information Systems - Expected Graduation 2011
- Relevant Courses: Building Business Applications using Java, Technical Writing, Object-Oriented Analysis and Design, PHP/MySQL Essential Training, Web Application Development with ASP.NET, Principles of E-Commerce, Principles of Information Systems Security, Web Architecture and Server Administration, CSS Essential Training, Intro to Ruby Programming and Beginning C#.NET Programming.

DeVry University North Brunswick, NJ

1995

- Associate in Applied Science in Computer Information Systems
- Graduated with Honors - GPA: 3.8 / 4.0

Technical Skills and Software

Web Development	Adobe	Microsoft	Content Management	Video Editing
HTML / CSS	Flash / ActionScript	Word	Joomla	Camtasia Studio
PHP / MySQL	Dreamweaver	Excel	WordPress	Premiere Pro
XML / XSLT	Photoshop	Visio		
JavaScript	Illustrator	PowerPoint		