Paul Rubino

732-977-1548   23 Colby Lane, Hazlet NJ 07730   prubino111@gmail.com

Summary

Information Technology Professional with experience in providing internal IT End-User Support Services for clients at all levels with a proven success in the design and implementation of system solutions and documentation. Strengths include detailing and formulating user specifications into user-friendly, highly functional applications and documentation, being creative, highly motivated and a self starter who is committed to learning and constantly developing, expanding and improving existing skill set. A team player with excellent organizational and problem solving skills.

Professional Experience

Bloomberg L.P. Intranet Development & Documentation   **2000 - 2009**

731 Lexington Ave   New York, NY 10022

Documentation Specialist

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.

HTML / CSS / JavaScript

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, user-friendly system with enhanced navigation, functionality and dynamic content using HTML, CSS and JavaScript.
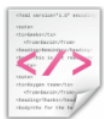
PHP / MySQL

Created web based applications using PHP & MySQL which incorporated a variety of functionality, including form submission and validation, updating content dynamically, pagination, searching, session control, inventory management, shopping carts, report generation, photo galleries, multimedia, and more.

Flash / ActionScript

Created Flash presentations and online documentation for upper management for disaster recovery (DR) and business continuity plans (BCP), company restructuring, company initiatives and product awareness. Also used Flash, ActionScript and XML to create websites, online portfolios, photo galleries, audio players and video players.

XML / XSLT

Created Intranet based functions using XML/XSLT which allowed users to update and maintain content, keep employees informed of important changes to procedures, to set and track quarterly goals, and to post and maintain employee coverage schedules.

Bloomberg L.P. Field Service and Technical Support   **1995 - 2000**

499 / 500 Park Ave / 110 E 59th St   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..

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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

- Associate in Applied Science in Computer Information Systems
- Graduated with Honors - GPA: 3.9 / 4.0
- Programming Languages: C, C++, COBOL, JCL

Additional Skills and Software

Adobe Master Collection Suite	Microsoft Office Applications	Content Management	Video Editing Software
Dreamweaver	Word	WordPress	Camtasia Studio
Photoshop	Excel	Joomla	Premier Pro
Fireworks	Visio		
Illustrator	PowerPoint		