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## Summary

I have experience in overseeing and training a group of 8 people. Our team is responsible for finding the right way to troubleshoot, repair equipment, and cross-training on new and different equipment. My team and I are responsible for the maintenance and repairs of a fleet of 55 pieces of equipment and kept them mission ready for a period of 8 months. I am a fast learner, and can understand and implement new procedures efficiently and train others on those procedures. I am looking forward to having an opportunity to use my skills in WordPress and the tech industry.

## EMPLOYMENT HISTORY

### **ERA Solutions/WPConnects | Remote**

**Oct 31 2022 – Jan 20 2023**

#### **WordPress Developer - Intern**

Trained in the understanding and proficiency of WordPress technologies. Delivery of scalable website development systems to end users. Daily tasks consisted of practicing design implementation, Agile and Scrum concepts, debugging, c-panel use, database setup, tools and techniques applicable to WordPress, GitHub use, search engine optimization, Jira and Kit applications, and team project building. Skilled and experienced in business communication and team building in professional environments.

- Hands-on learning with expert mentors during labs, prep, project wizard and naming, fundamentals, test work
- Information gathering; prioritize tasks, determine scope of the project, development, test and deployment, and project life cycle
- Analyze user requirements for manageable objectives and outcome
- Set up WordPress locally and remote connected to host servers
- Forward thinking; envision system features and functionality
- Develop and test WordPress Sites to ensure continuity
- Ensure a detailed design documentation
- Identify and resolve technical issues during the build, test, and management phases
- Provide deep understanding and expert knowledge on WordPress suite applications
- Always learning to have extensive development knowledge and experience
- HTML, CSS, Knowledge of agile and waterfall
- WordPress: Elementor. UI/UX analysis and design according to the requirements of a client.
- Agile and waterfall development, Completed a 4-page WordPress website built from start to finish. Customer service.

### **Wrecker operator**

August 2021-Current

- Communicated with dispatchers and other office personnel to handle two-way updates and adjust daily schedules.
- Read and follow technical documentation to complete accurate repairs.

- Completed regular inspections and maintenance actions, as well as basic equipment repairs, to keep equipment operating at peak levels.
- Secured vehicle to tow truck and checked all attachments for safe operation.
- Maintained organized, clean and professional vehicles to protect company reputation with customers.
- Writing and maintaining reports according to company standards and policy.
- Use of Deductive Reasoning to diagnose what repairs needed to be made.

### **Operation Room NCOIC**

December 2020- August 2021

- Documented human resources records and maintained confidentiality of sensitive personal information.
- Updated Digital Training Management System (DTMS) database, maintained data accuracy, and assisted with system changes.
- Coordinated and set up meeting materials, presentations and audiovisual systems.
- Analyzed issues and employed improvement processes.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes and talent management.
- Managed user accounts troubleshoot system applications, and generated data reports from the Digital Training Management System (DTMS); increased department performance by 50%.

### **Shop Foreman**

March 2018- December 2020

- Performed troubleshooting and diagnosis, identifying root cause of malfunctions.
- Trained junior team members on repair procedures and unit policies.
- Recorded facts to prepare reports documenting incidents and activities.
- Paid close attention to guidelines, specifications and detailed instructions to continuously adhere to strict operational and maintenance regulations.
- Provided guidance to management regarding project bids for onsite improvements.
- Kept track of equipment, inventories and system upgrades in order to prepare and present detailed reports to upper management.