

# Lucas Rinaldi

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## EDUCATION

**State University of New York at Fredonia** | Fredonia, NY

2020

*Bachelor of Science*, Business Administration with a Concentration in Music Industry

Minors: Web Design and Music | *Magna Cum Laude*

Courses include: Computer Graphics, Multimedia Systems, Web Programming I & II

## WEB DESIGN CERTIFICATIONS

Responsive Web Design, Javascript & Algorithms, Front End Libraries (FCC)

## PROFESSIONAL EXPERIENCE

**Cox Automotive Inc., Dealertrack DMS, Remote**

2022-Present

*Technical Customer Care Specialist II*

- Troubleshoot software issues with SQL and product testing
- Develop and collaborate with team to design alternative solutions for technical challenges
- Problem solve client complications over the phone and digitally through support messaging to over 22,000 dealerships across the U.S.
- Train and mentor 8 new hires each year

**Guitar Center, Albany, NY**

2021-2022

*Sales Associate*

- Used artistic and technical knowledge to match customer needs with desired equipment and provided direction of use
- Consistently exceeded company sales quota and product insurance goals
- Established a friendly rapport with customers and held a calm attitude

**Rock City Road Studio, Chatham, NY**

2016-2022

*Technical Engineer*

- Oversaw and directed Pro Tools tracking, mixing, and editing for over 50 sessions
- Controlled and programmed the Digital Audio Workstation

## SKILLS

Web Design (HTML, CSS, JavaScript), SQL, React, Redux, Adobe (Premiere Pro, Photoshop) Pro Tools, Microsoft Office (Excel, Word, Access), Interpersonal Communication, Beginner Spanish, Customer Service

## LIVE PROJECTS

[RockCityRecording.com](https://RockCityRecording.com)

- Business website for recording studio featuring video
- React, Redux, CSS, Javascript

[Web App Projects](#)

- Calculator, 25 + 5 Clock, Markdown Previewer, Drum Machine, Random Quote Generator
- React, Redux, CSS, Javascript, HTML

[JustOneFern.com](https://JustOneFern.com)

- Landing page and e-shop for a podcast. Automatically updates with each new YouTube video.
- HTML, CSS, Javascript

[LucasRinaldi.com](https://LucasRinaldi.com)

- Portfolio website featuring skills in web development and current projects
- React, Redux, CSS, Javascript