Ricardo N Feliciano

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WORK EXPERIENCE

CircleCI — February 2016 — Present
Developer Evangelist

- separated and open-sourced CircleCI Docs
- running documentation and developer relation efforts
- co-maintaining the CircleCI community platform (https://discuss.circleci.com)
- attending/speaking at developer-centric conferences around the U.S.
- starting CircleCI Office Hours meetup on the East Coast to mirror our San Francisco meetups
- liaison between CircleCI and many of our Silicon Valley partners w/ to Integrations, meetups, deployments, and content marketing

United States Navy — April 2011 — Present
Information Systems Technician, E5/PO2 (reserve component)

- design, install, operate and maintain state-of-the-art information systems including local and wide area networks, mainframe, mini and microcomputer systems and associated peripheral devices
- write programs to handle the collection, manipulation and distribution of data for a wide variety of applications and requirements
- perform the functions of a computer system analyst for over 20 Naval vessels and 40 shore commands
- operate and coordinate more than 5 telecommunication systems on board including automated networks and the full spectrum of data links and circuits
- maintain all necessary logs, files and publications at the communications center
- lead peers and subordinates in training, operational, and administrative task in support of Navy Information Operations Command Norfolk

Linode, LLC — November 2013 — January 2016
Developer Evangelist (January 2015)

- created the developer evangelist position at Linode
- created and road mapped the new Linode Community Site (not yet public)
- attended and/or coordinated over 20 conferences, hackathons, meetups and speaking opportunities
- served as a mentor in every hackathon attended

Senior Customer Support Specialist (September 2014)

- carried out duties of a Customer Support Specialist
- supervised up to 12 Support Team members
- handled escalated interactions with customers creating a mutually beneficial solution between customer interest and management policies
- provided representation and mentorship at nationwide conferences such as DrupalCon Austin, HackPrinceton

Customer Support Specialist (November 2013)

- provided technical support via phone, email, and tickets for in-house software and infrastructure
- delivered system admin support for LAMP stacks, high availability solutions
- conducted pre-sales, billing for overall customer base
- ran quality assurance testing on the Linode website, Android App, and customer portal
- developed knowledgebase documentation based on user feedback, request, and common practices

Revidian Enterprises — August 2008 — April 2011
Freelance

- designed a modern web-based event and project management system piloted in NYU Stern School of Business. Programmed every aspect of the application in conjunction with the President of the Community Council at NYU as well as with feedback from over 20 clubs
- design and develop over 30 websites using Drupal, WordPress, and custom coded content management systems.
- regularly work with PHP, MySQL, XHTML/HTML5, CSS, JavaScript, and Ajax technologies
- regularly work with Gimp, Inkscape, and Linux system tools

EDUCATION / QUALIFICATIONS

September 2005 — December 2008

The Bronx High School of Science
Advanced Regents Diploma from Richmond Hill High School

- Microsoft Certified Professional (XP), CompTIA A+, Security+, and Network+ certified