

Frederick Lopez

Automations Engineer

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SUMMARY

IT Automations Engineer with experience supporting 1,500+ users and developing automated solutions that improve operational efficiency. Skilled in scripting, application deployment, cloud services, system integrations, and workflow automation. Hands-on experience building automated build and release pipelines, managing cloud infrastructure, authentication, databases, and client-facing technical solutions.

PROJECTS

TimeGuard — Application & Automation Developer

- Built and maintained a production application and supporting infrastructure, managing development, deployment, updates, and ongoing maintenance.
- Automated the application release process, including building the application, submitting releases to Apple, uploading builds to Cloudflare storage, updating website download links, and publishing changelog information.
- Created scripts to automate application submission and deployment workflows.
- Used Git and branch-based version control to manage development and releases.
- Implemented cloud-based functionality using Cloudflare Functions and Cloudflare storage.
- Integrated Firebase authentication, Stripe payments, and SQLite database functionality.
- Developed an automatic application update system and supporting utilities to maintain application availability.
- Built an administrative interface for managing application-related website content and project progress.
- Managed custom-domain email services and supporting web infrastructure.

EXPERIENCE

Automations Developer (High Point, NC)	FRL Solutions	Nov 2023 – Present
• Developed and launched websites for small businesses, handling design, functionality, and user experience to meet client needs. • Identified and prospected local businesses lacking online presence through Google Maps, pitching custom website development services. • Managed all aspects of client relationships, from the initial pitch and sales demo to final delivery and ongoing maintenance. • Independently sourcing leads, scheduling meetings, and ensuring timely project completion. • Provided fast and responsive customer service, addressing client concerns and making updates to websites as needed.		
IT Support (High Point, NC)	Pennybyrn	Aug 2022 – Nov 2023
• Independently managed IT requests, scheduling appointments and providing timely service. • Led group training sessions to onboard residents onto a new community platform. Resulting in a smooth complete transition to the platform. • Delivered personalized IT support for residents of varying skill levels, resolving issues with devices like cell phones, computers, printers. • Maintained discretion and professionalism when handling sensitive personal & financial information. • Supported staff with IT setup and troubleshooting, ensuring continued service from staff to residents. • Proposed and implemented a system to track books for the community library.		
IT Support (High Point, NC)	Environmental Air Systems	Jun 2020 – Jan 2022
• Troubleshoot IT issues for 1,500+ users via ticketing system, phone, and remote support. • Collaborated with department heads to design and execute solutions for software-related challenges. Developed and implemented an inventory tracking system to manage IT stock, prevent misplacement, and streamline orders. • Documented resolutions in detail, maintaining accurate records. • Communicated effectively with both technical and non-technical users.		

EDUCATION

IT Computer Tech Integration	GTCC	Jun 2020 – Jan 2022
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LANGUAGES

English	Spanish
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PUBLICATIONS

🔗 Spectrum News	🔗 Yes Weekly	🔗 HPE News
Link	Link	Link