

# Andres Arias

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Entry-level IT support professional seeking a full-time role in Information Technology. Recently completed the Google IT Support Professional Certificate - an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

## Work & Experience

### **Bob's Discount Furniture, New Jersey, USA**

#### *Warehouse assistant*

May 2022 - PRESENT

- Works with databases to tag products.
- Make sure the products have been stored correctly.
- Find available spaces for newly arrived products using the SAP system.

#### *Election coordinator*

FEB 2018 - APR 2019

- Developed managerial skills while making sure ballots were correctly scanned and counted, reducing the time to show results.
- Worked in a team in a leadership position, while taking charge of various aspects of customer service and data entry.

## Education

### **Universidad Estatal de Milagro, Ecuador - Software Engineering**

2018 - 2021

- Relevant coursework: Fundamentals of programming, Networking Fundamentals, Operating Systems, Database Management.

### **Google IT Support Professional Certificate**

2023 - 2024

- Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

## Awards

- Recipient of gold medal for physics
- Employee of the month out August 2024

## Projects

- Built a PC from scratch
- Built an ARC car and control it using a smartphone