**Brandon Perez**

Homestead, FL | 786-908-7020 | Brandonp919@gmail.com

## Professional Summary

Motivated IT professional with 5+ years of experience and a soon-to-be-completed Bachelor's in Computer Science and Technology. Proven track record in cloud computing, data analysis, and cybersecurity. Adept at delivering innovative solutions, optimizing system performance, and enhancing user experiences. Looking to apply a strong technical foundation and hands-on problem-solving skills in a challenging technology-driven environment.

## Education

**Bachelor of Science in Information Technology and Computer Science**

DeVry University, Illinois (Miami Campus)

Expected Graduation: May 2025

## Technical Skills

- Cloud Computing: AWS, Azure

- Cybersecurity: Threat detection, risk analysis

- Data Analysis: Excel, SQL, Power BI

- Networking: TCP/IP, network administration

- Technical Support: Helpdesk, troubleshooting

- Project Management: Agile, Scrum

- UX/UI: User-centered design principles

## Professional Experience

**Delivery Driver (Shanghai and Tokyo – Homestead, FL | Oct 2023 – Nov 2024)**

- Optimized delivery routes to improve efficiency and customer satisfaction.

- Implemented a real-time tracking system, boosting operational transparency.

- Developed a package organization system that reduced sorting time.

**Sales Associate (Cricket Wireless – Miami Gardens, FL | Dec 2022 – Aug 2023)**

- Surpassed monthly sales targets through strategic upselling and service.

- Enhanced customer experience by aligning product solutions with client needs.

- Maintained accurate inventory and streamlined in-store procedures.

**Front Desk Representative (Caremax – Miami Lakes, FL | Aug 2022 – Dec 2022)**

- Managed patient flow and reduced wait times with improved check-in processes.

- Implemented a new organizational system, enhancing overall efficiency.

**Call Center Agent (Alorica – Miami Lakes, FL | Oct 2021 – Apr 2022)**

- Resolved inquiries efficiently, consistently meeting performance metrics.

- Reduced average call time by identifying and addressing recurring issues.