

Dayan Gonzalez

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786-602-7471

Motivated business professional whose is looking to combine his many years of experience with graphic design, technology, customer service and insurance sales with his cybersecurity education to excel in an opportunity with your company

Authorized to work in the US for any employer

Work Experience

Cloud Solution Specialist

TRAX Aero - Coconut Grove, FL

April 2021 to August 2021

- Handle multiple tasks and projects with various and changing levels of priority.
- Strong customer service focus and sense of urgency.
- Availability to work irregular hours and on call rotation to meet business requirements.
- Availability to travel if required. Travel is not constant, but may present itself.
- Excellent problem solving and analytical skills for efficient troubleshooting.
- Provide IT support regarding technical issues including Microsoft's core business applications.
- Troubleshoot computer equipment such as laptops, desktops, tablets, wireless access points, servers, routers, switches, printers and other technologies.
- Manage hosted and cloud-based solution services such as Office 365 and other services.
- Consistent analyzation of infrastructure deficiencies accompanied by recommendations for improvement.
- Clearly communicate with customers and employees, keep them informed of ticket progression and alert them of changes or delays.
- Operate Screen Connect and Microsoft Teams? to work remotely on employee and customer environments.
- Maintain Windows servers, installed services, and applications.
- Patching and routine maintenance of service and software.
- Troubleshoot all issues and outages that may occur.
- Install, configure, and maintain virtualized systems.
- Write deployment scripts using Shell/Pearl/Python and Jenkins.

Administrative Manager

Jet Fuel Meals - Medley, FL

October 2019 to April 2021

- Answer and direct phone calls. Organize and schedule meetings and appointments. Maintain client contact lists. Produce and distribute correspondence memos, letters, faxes and forms. Assist in the preparation of regularly scheduled reports. Submit and reconcile expense reports. Provide general support to visitors. Provide information by answering questions and requests. Research and creates presentations based on business needs and generate reports of sales.

- Handle multiple projects. Prepare and monitor invoices. Develop administrative staff by providing information, educational opportunities and experiential growth opportunities. Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies. Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. Contribute to team effort by accomplishing related results as needed.
- Carry out administrative duties such as filing, typing, copying, binding, scanning etc. Photocopy and print out documents on behalf of other colleagues.

Distribution Clerk

United States Postal Service - Miami Beach, FL

August 2019 to September 2019

- Performed any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products and services and may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
- Handle and process customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
- Verify, presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balance.
- Check and set post office stamp-vending machines and postage meters.
- Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.

Customer Service Representative

Visa Inc. - Miami, FL

April 2019 to May 2019

- Ombudsman for cardholders among issuers, merchants, acquirers, and offices.
- Analyze records for multiple items from Social Media support mailbox, for accuracy of response and proper procedure handling before publishing comments publicly.
- Identify, document and report inaccuracies or procedure breaches to management.
- Provide day-to-day support to Visa client institutions and Visa program managers.
- Set-up new users, identify, troubleshoot, and resolve processing, application usage.
- Compile and update production escalation trackers.
- Data entry in multiple internal applications.
- Recommend initiatives and improvements to quality of service

Account Executive

Combined Insurance - Miami, FL

December 2018 to April 2019

- Achieve and Exceed target insurance sales quota of \$10,000/month consistently, surpassing 95% of co-workers.
- Sell a variety of insurance products to businesses and individuals, achieving 85% success rate in selling extra coverage.

- Answer any questions or concerns policy holders have with their insurance claims.
- Explains features of policies and both advantages and disadvantages of various policies.
- Customize insurance programs to suit individual customer, often covering a variety of risks.
- Assisted clients to present their claims for insurance benefits when dealing with health situations.

Senior Sales Manager

Brandsmart USA - Miami, FL

November 2016 to December 2018

- Employee of the month and year. Achieving and exceeding selling requirements of \$26,000/month consistently, surpassing 93% of co-workers in same department and 85.7% in the whole store.
- Manage a team with over 25 employees (depending on sell season)
- Assisted customers in their needs taking in consideration details for the proper sale and service.
- Answer any question and complaints from customers overcoming a 99% of satisfaction.

Senior Regional Leader

Primerica Financial Services - Miami, FL

February 2016 to December 2018

- Manage a team with over 100 licensed agents.
- Sent reminders of premium payments and notified customers of any rate changes.
- Life insurance to new customers and upgraded policies for established customers.
- Explained coverage options to the customers, using a self-made presentation that became company standard, including a personalized summary based in the customer needs.
- Presented claims for insurance benefits when dealing with customer disease.
- Monitor insurance claims to ensure they were settled equitably for both client and insurer.

Education

Bachelor's in Computer Science

Miami Dade College - Hialeah, FL

January 2016 to July 2022

Associate in Science (AS) in Cybersecurity

University of Miami - Coral Gables, FL

February 2020 to February 2021

Florida insurance license 2-14 & 2-40 in Insurance

Kaplan University - Fort Lauderdale, FL

February 2016 to December 2018

Technician in Computer Graphic Design

South Florida Institute of Technology - Hialeah, FL

January 2015 to January 2016

Skills

- Experience in Adobe CC, CS5, CS6, Photoshop, Illustrator, InDesign, Macromedia Flash Player, MS Office, Dreamweaver, Autocad and HTML. Typing skills over 55 words per minute (10+ years)
- Powerpoint (10+ years)

- MS Office (10+ years)
- Sales (5 years)
- Account Management (5 years)
- Cold Calling (5 years)
- Receptionist (5 years)
- Customer Service (10+ years)
- Cash Handling (10+ years)
- Leadership (10+ years)
- Java (5 years)
- Active Directory (10+ years)
- Linux (5 years)
- SQL (4 years)
- JavaScript (4 years)
- Graphic design (9 years)

Languages

- Spanish - Expert
- English - Expert

Links

<https://www.linkedin.com/in/dayan-gonzalez-970149124/>

Certifications and Licenses

Life and Health Insurance

March 2016 to Present

Computer Graphic Design

January 2016 to Present

Includes professional certification for the use of any graphic design Design Softwares including; Adobe, Microsoft Office, AutoCad, Renders, Blender, etc.

University of Miami - CyberSecurity Program Certification

February 2021 to Present

Additional Information

SPECIAL SKILLS

- Excellent communication skills.
- Able to multitasking and perform well under pressure.
- Customer service skills.

- Ability to listen and understand the requirements of customers quickly, diplomatically, and courteously
- Excellent hand-made craft skills
- Knowledge of hand tools and machines used in creating craft work
- Good eye for details and knowledge of colour schemes.
- Proficient in working with latest designing software application
- Bilingual (English & Spanish)