



7229 W PERFECT AVE
LAS VEGAS, NV, 89129



+1.702.861.4586



stevenoloyajr@gmail.com

STEVEN OLOYA

WORK EXPERIENCE

Customer-Service Rep.

William-Sonoma, Inc.

November 2020 - Present

Provides excellent customer service for both Sales and Service calls. Problem solves and negotiates for positive interaction with customers. Answers questions and concerns the customer may have about all aspects of the order/delivery process. Handles returns and complaints effectively. Assists with professionalism in all aspects of customer service/sales.

Vice President

Key Club International

August 2016 - May 2019

Key Club was work without pay. One of the largest worldwide non-profit community service organizations and I was a member throughout 3/4 years in high school. Even though there was no pay, it was still work. There has been numerous experience in sales through fundraising, working with a team to reach a certain goal, some leadership experience, and much more.

Supervisor

Wet'n'Wild Las Vegas

April 2017 - August 2019

Prepared and provided food in the restaurant and other outlets where food is served regularly with a limited menu. Extreme experience of working in a fast-paced environment and working well as a team. Overlooked about 25 employees in a shift, supervising multiple stations.

EDUCATION

Proficiency in Engineering and Computer Science

Advanced Technologies Academy
2501 Vegas Dr, Las Vegas, NV 89106

Graduated May 24, 2019

Advanced Technologies Academy is currently the #1 High School in the state of Nevada. To get into the school you must have an outstanding GPA and education record. The school has a 98% graduating rate and is highly based on technology.

Student Interactions with Science, Technology, Engineering, and Mathematics (SISTEM)

4505 S Maryland Pkwy, Las Vegas, NV 89154

Completed Program March 2017

SISTEM is a series of talks and hands-on experiences that gives high school students the opportunity to learn about various STEM careers and research.

ACHIEVEMENTS



Certification of Completion of SISTEM Internship

Obtained March 2017

Successfully completed the SISTEM



Dual Magnet Program Area Fulfillment

Obtained May 2019

Completed two whole program area courses (majors) in a 4 year



Certification of Completion, Pre Security Learning Path

Obtained December 2021

This program has taught me the pre-requisite technical knowledge to get started in cyber security.

SKILLS

Troubleshooting



Time-Management



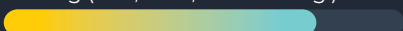
Microsoft Office



Windows 10



Coding (C++, Java, & FED Lang.)



Software & Hardware Config.





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STEVEN OLOYA

Greetings,

Human Resource Manager
Z NETWORKS

I'm writing to you because I am I'm interested in being an **IT Technician** for your office. I learned about this job opening through Indeed.com and I believe myself to be a strong candidate for the position.

Reading the job description, I felt that everything you need is something I can offer. I've spent my whole lifetime analyzing and interacting with computers while going to schools with classes that go in-depth in technology. During my time at Advanced Technologies Academy, I didn't just take Engineering but also Computer Science at the same time. Taking the two courses for 4 years straight enhanced my knowledge in ways that I believe to be a very strong fundamental of what I know today. But graduating with that proficiency still hasn't stopped me. I am currently studying to get certified for my A+ exam, I am not scheduled to do so at the moment but once I'm ready I will prosper. The job description also mentioned resolving technical hardware and software issues on systems. I have spent essentially all my life operating and being the person that people think of when they run into problems regarding their electronics; I'm knowledgeable to the point where it's like the back of my hand. Additionally, I am motivated to continue learning, friendly to anyone that I cross paths with, and extremely excited to hear back from you!

Thank you for taking the time to review my resume; I hope that you will give me the chance to interview in person. My schedule changes week to week but I am always free anytime after 3:00 PM during the weekdays and all-day anytime on the weekends. My cell phone number **1.702.861.4586** is if you wish to reach me.

Sincerely,

Steven Oloya