

Ray Valero

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Experience

Technical & Warranty Support Rep - Zodiac Pool Systems

Vista, CA / May 2017 - November 2018

- Maintain and manage quality reputation management.
- Granted senior level responsibilities including training employees in highly technical subject matter.
- Represent the company as a brand ambassador through coordinated field visits.
- Create and document standard operating procedures.

Remote Services Technician, Tier 2 - Comcast Corporation

San Diego, CA / September 2013 – May 2017

- Promoted in 2015 to Floor Support. Responsible for supervising the floor and answering advanced technical questions from tech support agents.
- Consistently received positive feedback in Voice of the Customer surveys.
- Consistently ranked at the top 1% of company out of approximately 800 employees.
- Provide home network setup and repair for Windows, OSX, iOS, and Android.
- Configure modems, routers, printers, etc.

Technical Support - Sony Online Entertainment

San Diego, CA / August 2012 – January 2013

- Ranked top three in productivity in the first month of employment.
- Received department-wide recognition through positive customer feedback.
- Diagnosed a range of technical issues including software, hardware, and networking.

Education

Computer Network Administration - Certificate of Proficiency, 2017

Palomar College, San Marcos, CA

Cisco Networking Academy – Certificate of Completion, 2013

Palomar College, San Marcos, CA

Certifications

- **AWS Certified Cloud Practitioner, 2020**
- **CompTIA A+ 220-1101, 2020**

Skills

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|-------------------------|--------------------------|-------------------------------|
| • Active Directory | • Reputation Management | • MS Office Suite |
| • Windows Server 2016 | • Trainer experience | • Wireless Security |
| • DHCP & DNS Deployment | • Curriculum development | • Windows XP, Vista, 7, 8, 10 |