

JESUS CORTEZ

SKILLS

Bilingual (Spanish and English), Certified Help Desk Professional, Samsung & Apple Product Expert, DNS, DHCP, Active directory, VMWare, leadership skills, punctual, customer service skills, time management, adaptability, clerical skills, inventory and supply management, cash handling, data entry, database management, proficient in Microsoft Office, Google Docs, Windows and Mac OS.

EXPERIENCE

10/2018 – Present - **PLAYlive Nation** – Hayward, CA

Information Technology (IT) Specialist/Store Manager

- Provide IT services such as resolving service tickets, maintain and upgrade ESXi hosts and vSphere, upgrade RAM (virtual and physical), install and upgrade network equipment and software, reduce end user problems, manage cloud services, troubleshoot network connections, etc.
- Recruit, train and supervise store employees and lead employees using performance management
- Coordinate meetings (in-person and virtual), events and training sessions
- Manage calendars, emails and travel arrangements for company training
- Process expense reports, invoices and PTO requests
- File, type, copy, bind, fax, laminate and scan documents
- Create documents, flyers, reports, memos, spreadsheets and presentations
- Install, configure, and maintain support peripherals (scanners, printers, etc.)
- Prepare and analyze data for regularly scheduled reports
- Answer all incoming phone calls, take messages, sort mail, and greet visitors
- Coordinate repairs for office equipment and order supplies as required
- Maintain and file important documentation, such as permits and warranties

08/2016 – 10/2018 - **Sprint Corporation** – Alameda, CA

Store Manager/Special Events Coordinator

- Recruit, train and supervise store employees and lead staff meetings
- Maintain employee efficiency by coaching, counseling, disciplining and appraising staff
- Effectively communicate with customers and resolve difficult customer situations
- Coordinate special events around the Bay Area to promote company products
- Arrange bank slips, deposit checks, and verify all financials
- Maintain professional and technical knowledge by attending educational workshops
- Install, configure, and maintain telecommunication equipment and devices
- Demonstrate advanced product knowledge when speaking to customers and merchants
- Close batch daily, ensuring cash, credit/debit and check balances always match
- Recognized by management on many occasions for efficiency, assistance and problem-solving skills

01/2014 – 08/2016 - **Comcast Corporate** – Union City, CA

Comcast Telecommunications Specialist

- Perform troubleshooting, testing and diagnostics of network interface and inspect equipment
- Provide comprehensive product knowledge to customers and potential vendors
- Create documents (spreadsheets, flyers and/or presentations) for company meetings and events
- Respond to customer inquiries, complaints and comments
- Order and maintain store inventory and keep track of company financials
- Travel to company events to promote products, services and improve sales

08/2009 – 12/2013 - **United States Military** – Branch: Army

11B Infantryman

- Lead, supervise and train subordinate military personnel
- Provide leadership to assigned units in high-pressure environments
- Operate and maintain vital communications and military equipment
- Develop training plans for military team drills
- Survey and analyze terrain to determine optimum equipment placement and use
- Participate in humanitarian mission and patrol areas for security
- Recognized for outstanding performance and leadership during assigned missions

EDUCATION & TRAINING

Unity High School - Diploma - 2005-2007 – Oakland, CA

- Note: Graduated 2 years early due to high academic performance.

United States Army Combat Training - 2009 – Fort Benning, GA

United States Army - 2009-2013

- Awards: Purple Heart Medal of Honor, Combat Infantry Badge, Afghan Campaign Medal with Bronze Star, Army Commendation, Global War on Terrorism, NATO Service Medal, Good Conduct Medal, Army Achievement Medal, National Defense Service Medal, and Overseas Service Medal.
- Certificate: Combat Lifesaver Certification
- Certificate: Harris Communications Radio/Technology
- Certificate: Warrior Leaders Certification

Jordan Belfort Straight Line Training - 2014 – Online

- Certificate: Sales & Customer Service Excellence

Samsung Group - 2018 – Online

- Certificate: Samsung Product Expert

Apple, Inc. - 2019 – Livermore, CA

- Certificate: Apple Products & Services Master

Google - 2018-Present – Online

- Certificate: Operating Systems and You: Becoming a Power User
- Certificate: The Bits and Bytes of Computer Networking
- Certificate: Technical Support Fundamentals
- Certificate: System Administration and IT Infrastructure Services