

# Yasser Kassis

## COMPUTER TECHNICIAN

626-384-1994 | YasserKassis@hotmail.com | El Monte

### PROFILE

I am an experienced computer technician seeking a position in my field, where I can apply my knowledge and skills for continuous improvement, as well as to provide each client's needs.

### WORK EXPERIENCE

#### SELF-EMPLOYED | COMPUTER TECHNICIAN | 2006-PRESENT

- Buying and reselling computers
- Freelance technical support
- Freelance computer repair

#### MACHINE OPERATOR | SNAK KING | 1999 - 2006

- Promoted to Principal Machine Operator after 2 months of work
- Submits weekly ideas on expanding the business' reach
- Assisted in training new operators
- Worked with mechanic machines as well as computer operated ones

#### RETAIL STORE MANAGER | MAUI AND SONS | 1992-1998

- Started off as commission based sales employee and eventually became the manager
- Improved overall customer satisfaction from 80% to 93% by implementing realistic targets and demonstrating accountability
- Reinforced company initiatives and trained employees on new products, services and operational changes.
- Resolved customer concerns in a timely and empathetic manner.

### EDUCATION

#### COMPTIA CERTIFIED | 2011

IT Computer Technician Certification

#### LICEO A9 DE APLICACION | 1984-1988

High School Diploma

### SKILLS

- Bilingual (Spanish/English)
- Microsoft and Apple Hardware
- Customer Service
- Analytical and Troubleshooting abilities.