

EMMANUEL CAIRO

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A certified technician that operates well in a team environment where technological expertise, analytical skills and strong problem solving abilities are key to success. Customer oriented, providing extraordinary customer service, and IT assistance.

Skills & Knowledge

- Bilingual in Spanish & English
- Adobe Creative Cloud Suite
- A+ Certified
- C++ Certified
- Microsoft Office Certified
- OSHA 10 Certified
- macOS/iOS, Linux, & Windows Fluency

IT Roles:

Adelaide Espacios: Manager [3 Years]

- Performed IT duties.
 - Integrated new software and hardware network, and POS equipment.
 - Website maintenance.
 - Managed social media outlets.
 - First point of contact for any technical issues.
- Purchased, procured, and managed inventory.
 - Coordinated and inspected international shipments from distributors to the store.
 - Managed relationships with vendors, distributors, and logistics companies.
 - Identified strategic opportunities for follower growth and rebroadcast based on trends and client feedback.
 - Created promotional and educational material for customers and clients including organizing and directing photo shoots and final edits.
 - Researched and curated nutritional supplements and body/skincare products using SPINS reports to determine what to add to shelves.

Staples, Inc: PC Technician & Sales [5 Years]

- Support local and remote customer base via ticketing system, email, in-store support and phone calls.
- Build custom PCs
- Diagnose and troubleshoot issues with Windows 10 and Mac desktop application errors, network connectivity, and hardware malfunctions along with peripheral devices [projectors, AV equipment, printers, etc].
- Product tutorials and live demonstrations.
- Maintained extensive documentation of procedures, client history, and managed inventory.
- Delivered excellent customer service in store, remotely, & during house calls.

Skills & Knowledge Cont.

- Windows Server 2019
- Microsoft Active Directory
- Group Policy
- DNS, DHCP, VPN, TCP/IP

Education

- New Jersey Union County Academy for Information Technology: 2004-2008
- Kean University: 2008-2014
 - B.A. Psychology
 - B.A. Political Science & International Comparative Politics

ECC Computer Repair: Co-Owner [5 Years]

- Troubleshoot, repaired & maintained computers, printers, network devices in timely fashion & delivered excellent customer service in store, remotely, & during house calls with the objective to make IT services accessible for low-income, and often non-English speaking populations via sliding scale costs and low overhead costs.
- Custom computer building, assembly, and curation based on specifications, goals, and needs from client meetings.

Management/Customer Service Roles:***Dean's Natural Food Market: Nutrition Lead [2 Years]***

- Responsible for purchasing, procurement, and inventory management.
- Performed IT duties at the store level when company administrator was occupied.
- Influential in forming and maintaining relationships with vendors, brokers, representatives, and industry workers.
- Responsible for doing extensive research, approving, and curating top-selling, trending products onto shelves.

Ocean Partnership for Children, Inc: Care Manager [2 Years]

- Successfully managed 30+ groups in crisis towards sustainable resolution by implementing and coordinating individualized plans.
- Increased efficiency and effectiveness of bilingual care and support.
- Responsible for curating, researching, and organizing relevant speakers for meetings, and other community oriented activities.
- Helped form in-house cultural committee responsible for cultural competence within the workplace.
- Collected, researched, and implemented community-based and fully accessible resources to often times undocumented, and or extremely impoverished families in a resource-scarce county.

Whole Foods Market: Whole Body Department Buyer [2 Years]

- Created & managed inventory.
- Hand selected products most suitable for our clientele.
- Approved new products & brands for availability.
- Managed buying account with a weekly budget of \$33,000 that never exceeded \$22,000, resulting in over \$10,000 of additional savings consistently.
- Designated bilingual communicator for Spanish-speaking outreach.

Tutor [2 Years]

- Taught organizational skills, and multiple middle school subjects to children after school.