

RIGOBERTO CRUZ

EDUCATION

William Paterson University
B.S. in Business Management
Graduated May 2016

PROFESSIONAL SKILLS

Helpdesk Troubleshoot Ticketing
Technical Support
Office 365
Outlook email set-up
Mobile Device Support
MDM Support Airwatch
Desktop Support
Microsoft Windows
Microsoft Office
Mobile Applications
Hardware Installation
Software Installation
Information Systems
Operating Systems
Project Management
Functionality
IOS and Android

PERSONAL SKILLS

Creative spirit
Reliable and professional
Organized
Time management
Team player
Fast learner
Motivated

CONTACT

P: (973) 289-1723
E: rcruz223@gmail.com

WORK EXPERIENCE

TECHNICAL SUPPORT COORDINATOR

New Jersey Transit | Oct 2018 - Present

- MDM Airwatch support and deployment.
- Helpdesk ticketing and level 1 troubleshooting.
- Responsible for projects of mobile device deployments for users needing specific needs for work.
- Project coordination with outside vendors establishing inventory of mobile devices.
- Provide mobile device support in an iOS and Android environment.
- Track and update mobile device inventory using Microsoft Access and Excel.
- Provide users with support on technical, operational, and user/account-related issues, on the phone, via e-mail/ticketing system and/or in person.
- Setup new or replacement devices for employees by installing NJ Transit exchange email and phone directory.
- Assist employees with help desk tickets relating to desktop faxing, MIFI devices and mobile phones.
- Work with different vendors such as Verizon, Sprint, and AT&T with device activation and troubleshooting.
- Monitor and ensure 100% accuracy of all escalations and work requests throughout the day.
- Distinguish between application, operating system, network, and hardware problems, with an understanding of IT systems design, analysis, and integrations.

FACULTY ADJUNCT

William Paterson University | Jul - Aug 2019

- Taught a group of 20 students on Intro to Business for the EOF (Educational Opportunity Fund) program.
- Created lesson plans and Powerpoints for a six-week course span.
- Facilitated lectures on entry level business courses, management, finance, economics, professional sales,
- and accounting including necessary supplies, materials and real-life application exercises.
- Provided written and verbal feedback to students regarding their academic and behavioral performance.

WIRELESS SOLUTIONS SPECIALIST

Verizon | Apr 2014 - Jul 2016

- Created funnel implementing CRM salesforce system.
- Used strategic sales methods to forecast SMB quarterly quota.
- Coordinated business appointments for account consultation.
- Negotiated contract pricing with account owners to close transactions.
- Drove revenue through the implementation of complementary products.
- Conducted workshops for special devices, including Smartphones.
- Built and retained great relationships with clients via follow-up calls.
- Conducted account analysis and exceeded 100% target quota, earned \$19,000 in commission earnings.