

DAVID ERIC GARDUNO

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OBJECTIVE

Obtain a position in the field of technology that will allow the opportunity to increase and further develop my skills in the field of Computer technology all the while becoming a valuable asset to a company.

TECHNOLOGICAL SUMMARY

- Experienced In Windows XP,7,8,10 Home and Pro.
- Technical Support of Operating System (Windows 7/8.1/10)
- Advanced skills in Microsoft Suite Applications Including Word, Excel, PowerPoint, Outlook, OneNote.
- Advanced experience utilizing G Suite Applications.
- Experienced in QuickBooks Applications.
- Windows Active Directory users and groups management.
- Configuring, Managing, and Maintaining Networking Equipment.
- Skilled in building professional relationships with clients, vendors, and office personnel.
- In-depth knowledge of data management: preparing, maintaining, and disseminating reports.
- Expert in using logic and reasoning to identify the strengths and weaknesses of alternative solutions and approaches to problems.
- Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.

EDUCATION

- **Compton College**, Compton, CA
Associate in Biological and Physical Science, 2020
- **Cal State Dominguez Hills**, Carson, CA
Bachelor Of Arts in Computer Technology, 2023

PROFESSIONAL EXPERIENCE

HVAC Technician

October 2016- September 2019

Signal Mechanical- Signal Hill, CA

- Perform general repairs on client's systems and equipment, ensuring adherence to code requirements. Developed expertise in communication systems installing, wiring, and testing through company for various clients in and around the four state areas.
- Cultivated excellent relationships with clients, resulting in a strong base of referral business.
- Obtain pride in work, and providing the best results; not only for the clients but for personal achievement as well.
- Install, wired safety devices, ensure, follow manufacture specifications, local codes. Coordinate ordering and purchasing of parts, materials needed for repairs
- Complete all service tickets, make recommendations to customer based on system performance
- Measuring RLA, FLA, LRA amperage draws using a multi meter.
- Service work, install new or upgrade existing systems and equipment at residential and local businesses to achieve energy conservation goals and high-quality customer service experience.
- Replaced condenser fan motors, indoor blower motors, exhaust fan motors.
- Selling preventive maintenance programs and club memberships to current customers and new customers.
- Provide repair / replacement solutions to customers HVAC issues to insure low or no down time to manufacturing or production equipment

Operations and Sales Manager

August 2012 – October 2016

A&A Global Imports - Commerce, CA

- Provided leadership direction and mentor account management team on client strategies, market and competitor trends, retention, identifying leverage points and buyer influences, and assisted in 3rd party closes.
- Planned with the executive team and vendors to determine company growth in product resources, location and market share.
- Organized events to generate leads and prospects. Collaborated with other companies in the area. Managed team, ensuring team members follow through with leads, and close deals within a reasonable time.
- Initiated and led establishment of Companies Department People Imperative. Scope includes refining and improving performance management processes, training and development, and promoting morale.
- Maintained files and documentation thoroughly and accurately, in accordance with company policy and accepted accounting practices.
- Successfully managed cross-functional team through several system modifications and increased workload without additional staff by continuously re-evaluating processes while keeping the spirit alive and the staff smiling.
- Resolved service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Helped develop the sales and customer service call center from two agents to over 20 agents.
- Directed management of the hiring process by posting job ads, scheduling interviews, and conducting interviews.

