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Mark Ibaldez

Professional Summary

Motivated Junior IT Support and Data Entry specialist seeking new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment.

IT Experience

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- College courses taken: IT Essentials (A+), Intro to Programming (C++), Networking Configurations and Hardware (TCP/IP, DNS, DHCP) Intro to Software (Office 365)
 - *Google IT Support Professional Certificate Specialization* (www.coursera.com)
 - OS installations (Windows 7, 8, 10)
 - Troubleshooting and maintenance (PC, Laptops, Mobile Devices)
 - PC and laptop upgrades (CPUs, Motherboards, Graphics Cards, RAMs, Fan/Keyboards/Monitor Replacements)
 - Minor skills in JavaScript, C++, Virtual Machines, Remote Access, VPN, Data Migration, Backup and Restore

Skills

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- Proficient in Windows OS, Mac OS X, Microsoft Office/365, Adobe Suite.
 - 2 years of experience as a freelance computer technician.
 - 10 years of customer service experience (face-to-face, emails, phone).
 - Background in Digital Media (Graphic/Web Design, Audio/Video)

Education

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- 2022
Studying to prepare for the A+ Certification
 - 2018 – 2018
Google IT Support Professional Certificate Specialization
(www.coursera.com)
 - 2009 – 2011 Diablo Valley College
A.A. in Multimedia

Job Experience

Data Entry, Warehouse Associate

2016 – Present / **Sigler HVAC Wholesale** - Concord, CA

- Inventory allocation and customer service (will-call).
- Office PC setup/relocation.
- Troubleshooting PC Windows 8 & 10 and Printers.
- Windows cleanup and reinstallations.

Dispatch, Forklift Operator

2016 – 2016 / **Aramark-Amtrak** - Oakland, CA

- Manage logistics to ensure on-time delivery for train arrival.
- Assist train crew to complete delivery.
- Process inventory checklist for train crew to sign.

Merchandising, Data Entry, Cashier

2010 - 2016 **Foodmaxx** - Concord, CA

- Compiling and organizing printed daily tasks.
- Checking stocks and store orders through company PDAs and PCs.
- Data entry on received stock orders.

Customer Service, Shipping and Receiving

2008 - 2010 **Toyslogic** - Concord, CA

- In charge of creating invoices for orders using QuickBooks.
- Data Management, Graphic Designer.
- Shipping and receiving.

Store Replenishment, Customer Service

2005 - 2008 **Target** - Pleasant Hill, CA

- Prepare orders for customer pickups.
- Inventory management with PDAs and Window PC.
- Training new employees in operating inventory database and kiosks.