

Rafael Cervantes

Sylmar, CA 91342

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+1 818 431 0094

Highly experienced in computer troubleshooting, data entry, and expert design knowledge (Photoshop, Illustrator).

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Graphic Designer

Megagoods, Inc. - Santa Clarita, CA

July 2020 to Present

Create visual content and product data entry for e-commerce webpage. Take product photography, product specifications, design packaging, and create/render lifestyle images for each product.

Freelance Graphic Designer

www.cervo86.com - San Fernando, CA

April 2005 to Present

Provide professional graphics for small business and clients. Develop logos for business identity, promotional graphics for web and print. Work as a print broker to deliver printed material for the client.

Troubleshooting Technician

Elite Interactive Solutions - Los Angeles, CA

November 2017 to July 2020

Specializing in remote guarding of over 200+ properties using various types of monitoring software, security procedures, and techniques that use real-time video to provide command and control over various site locations. Perform troubleshooting task on software and solutions.

Healthcare Specialist

Army National Guard - Bell, CA

April 2014 to April 2020

Perform various tasks and drills. Maintain a state of readiness and alertness for all assignments. Completed all mandatory education and training classes. Maintained updated knowledge with treatment protocols, response requirements and quality assurance procedures. Trained in providing life support services during medical emergencies on scene and en route to the hospital.

Loss Prevention Officer

Fry's Electronics - Burbank, CA

September 2013 to March 2016

Loss Prevention Officer - Monitor CCTV surveillance, conduct safety checks that meet OSHA standards, effective communication with management and mentor departments to reduce shrink, work with local

police department to detain shoplifters, administrative duties such as typing police reports, incident reports, data entry, inventory checks for accuracy and customer service. I was first responder for customer accidents, attending to their needs and notified EMS in a prompt and safely manner.

Education

M.B.A. in Organizational Management

Trident University International - Los Angeles, CA

May 2021 to Present

B.S. in Animation

Westwood College - Los Angeles, CA

2006 to 2010

High School Diploma

Sylmar High School - Sylmar, CA

August 2000 to July 2004

Skills

- Microsoft Office (Word, Powerpoint, Excel) (10+ years)
- Adobe Photoshop and Illustrator (7 years)
- Customer Service (8 years)
- Office Administration (6 years)
- Quality Assurance
- Illustration
- Adobe Creative Suite
- Graphic Design
- Adobe Premiere
- E-Commerce
- Software Troubleshooting
- Web Design
- Adobe After Effects
- Social Media Management
- Adobe InDesign
- Photography
- Packaging (2 years)

Military Service

Branch: Army National Guard

Service Country: United States

Rank: E4

April 2014 to Present

Perform various tasks and drills. Maintain a state of readiness and alertness for all assignments. Completed all mandatory education and training classes. Maintained updated knowledge with treatment protocols, response requirements and quality assurance procedures. Trained in providing life support services during medical emergencies on scene and en route to the hospital.

Commendations:

Armed Forces Service Medal, Army Achievement Medal, Army Reserve Component Achievement Medal, National Defense Service Medal, Overseas Service Ribbon, Armed Forces Reserve Ribbon with M Device, California State Service Ribbon, California Enlisted Excellence Ribbon, California Drill Attendance Ribbon w/ Bronze Star.

Awards

LP Achievement Award

June 2014

Grateful recognition of outstanding performance, loyalty and dedicated service.

Fry's Electronics
Burbank CA
Loss Prevention Department.

Assessments

Graphic Design — Proficient

July 2020

Using graphic design techniques and producing visual media to communicate concepts.

Full results: [Proficient](#)

Customer Focus & Orientation — Highly Proficient

July 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Attention to detail — Proficient

June 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Proficient](#)

Graphic design — Proficient

July 2020

Using graphic design techniques and producing visual media to communicate concepts.

Full results: [Proficient](#)

Attention to detail — Highly Proficient

March 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Graphic design — Proficient

July 2020

Using graphic design techniques and producing visual media to communicate concepts.

Full results: [Proficient](#)

Advanced attention to detail — Completed

November 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.