

# JESUS BONILLA

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Seeking a position as an IT Technician where I can apply my customer service skills and knowledge of computer technology to troubleshoot hardware and software issues for clients on-site and remotely over the phone.

## EXPERIENCE

FEB. 2019 – JUNE 2019

**PARALEGAL INTERN**, LAW OFFICES OF MARK MURAD

- Interviews potential clients for personal injury and immigration cases.
- Facilitated communications with various medical offices, insurance companies, and clients to obtain and provide information necessary for cases.
- Prepared demand letters for personal injury clients to obtain settlements from insurance companies.
- Utilized Lexis Advance to perform legal research involving personal injury law.

AUGUST 2018 – DEC. 2018

**BACKROOM TEAM MEMBER**, MACY'S

- Unpacked and organized incoming merchandise to distribute throughout the sales floor.
- Maintained cleanliness of the backroom.
- Assisted guests by carrying out purchased items to their vehicles.

## EDUCATION

SEPT. 2020 - PRESENT

**B.S. IN INFORMATION TECHNOLOGY**, UMASS LOWELL

## SKILLS

- Knowledge of computers and networking
- Knowledge of Windows OS
- Strong sense of urgency and time management skills
- Customer service skills
- Written and oral communication skills
- Able to multi-task and adapt quickly to changes
- Willing to learn new skills

## CERTIFICATION

**COMPTIA A+**