

Ricardo Munoz (925)354-7668
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TECHNICAL SKILLS

- Installation of new software
- Debugging
- Microsoft Office
- Excel

OPERATING SYSTEMS

- Windows
- MacOS
- Android
- IOS

GENERAL SKILLS

- +5 years of customer service
- Bilingual
- Quick learner
- Team player

EXPERIENCE

Retail Sales Consultant, At&t, October 2017- March 2020
Brentwood, CA

- Handled support tickets with account issues, evaluated, determined root cause, collaborated with internal and external technical support to ensure 100% problem resolution.
- Provided every customer with professional and polite technical support via face to face, over phone, email, and messaging.
- Manage the successful setup of new devices for customers and newly hired employees including but not limited to, email, apps, and company regulations on new devices.
- Successfully met sales quotas on a monthly basis

Server, Chili's, April 2015- October 2017
Antioch, CA

- Operated POS terminals to input orders, split bills, and calculate totals.
- Maximized team performance by training new employees on proper food handling, guest expectations, and restaurant protocols.
- Managed closing duties, including restocking items and reconciling cash drawer.

EDUCATION AND TRAINING

High School Diploma
Deer Valley High School, Antioch CA, June 2015

Los Medanos College, Pittsburg CA, Pursuing Computer Science