

JO

JESUS OCHOA

SUMMARY

Motivated professional offering Associates in Science in Information Technology. Adds value to any organization in need of great collaboration, interpersonal, and multitasking abilities. Meets tight deadlines every time.

SKILLS

- Customer relations
- Technologically savvy
- Data evaluation
- Quality control
- Providing customer support

EXPERIENCE

COURTESY CLERK

Walmart | Oxnard, CA | October 2018 - Current

- Engaged customers in friendly conversation, carefully handled bagged items, offered additional services, and thanked customers for the business.
- Delivered customer service to shoppers in order to provide product knowledge and help customers select the best products.
- Greeted guests and members upon arrival and departure, assisted customers, and addressed customer complaints or concerns.

MERCHANDISER

Crossmark | Oxnard, CA | May 2018 - September 2018

- Provided feedback on competitor activity, policies and best practices to streamline internal operating model.
- Communicated and coordinated planogram execution with store management.
- Conducted staff meetings with sales personnel to introduce new merchandise.
- Reconciled orders using dedicated financial plans and forecasting tools.

WAIT STAFF MEMBER

Ventura Townhouse | Ventura, CA | January 2018 - May 2018

- Answered guest questions regarding menu, food and beverage preparation, recipe ingredients and allergens.
- Provided exceptional service to high volume of daily customers.
- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.

LANGUAGES

English:

Spanish:

Oxnard, California 93033

805-236-2683

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EDUCATION AND TRAINING

High School Diploma

Oxnard High School, Oxnard, CA
December 2017

Associate of Science

Information Technology
Oxnard College, Oxnard, CA
December 2021

- Completed coursework in Cisco CCNA Networking I & II, Admin Microsoft Windows Server, CompTIA Network+ IT Fundamentals, Cybersecurity: CompTIA PenTest+, Security+, Cloud Computing & Virtualization, Object Orientated Programming, Data Structure & Algorithms

Awards:

Administering Microsoft Windows
Cybersecurity
Wireless Networking
Cisco Networking