

Pablo Vigil

Richmond, California | 510-253-5582 | Pablo.vigil70@gmail.com | www.linkedin.com/in/pablo-vigil

A recent graduate of an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 5 years of experience in customer-facing roles have led to strengthened skills in communication, customer service, and client management and 2 years as a security officer has refined attention to detail and observation skills.

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • User Training & Support • Operating Systems Installation
Software Installation & Configuration • Customer Service • Problem-Solving • Fluent in Spanish

EDUCATION

Merit America • Virtual **02/2022**

Google IT Support Professional Certificate

- Skill development includes **troubleshooting, customer support, networking, operating systems, systems administration, and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

Additional Skill Development

- Completed hands-on coursework covering **Microsoft 365, Windows 10, Spiceworks** ticketing system, and **fundamental cloud concepts**

San Francisco State • San Francisco, CA **06/2020 - 06/2021**

Completed 12 hours toward a Bachelor's Degree in Mechanical Engineering

- Coursework included: Introduction to Programming

Contra Costa College • San Pablo, CA **06/2020**

Associate Degree of Liberal Arts and Sciences

PROFESSIONAL EXPERIENCE

Security Officer • Allied Universal, San Francisco, CA **05/2020 - Present**

- Display exceptional customer service and communication skills to provide a safe environment for clients and their assets
- Generate daily reports documenting suspicious activity
- Trained to handle crisis situations at the client site in a calm and efficient manner

Co-Founder • Vigil Towing, Richmond, CA **04/2016 - Present**

- Increased client base of insurance companies from one to six
- Function as point person for resolving issues with claims and payments
- Perform accounting tasks related to generating and adjusting invoices

Retail Sales Associate • AutoZone, San Pablo, CA **01/2019 - 05/2020**

- Provided honest and trustworthy advice to customers regarding the best products that fit the customers' expectations
- Operated cash registers and followed established cash handling procedures
- Maintained product knowledge and current promotions through AutoZone systems and information sources

Tutor • Contra Costa College, San Pablo, CA **08/2017 - 05/2020**

- Assisted students with homework, projects, test preparation, papers, research, and other academic tasks
- Utilized feedback and reflection to improve student outcomes
- Focused tutoring approach on helping students become more confident, more successful, self-directed learners