

REYNALDO GONSALEZ



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Mission Viejo, CA

EDUCATION

University of California, Riverside
Riverside, CA

*Bachelor of Science Degree in Business
Administration*

Emphasis in Management

May 2015 to June 2019

MANAGEMENT COMPETENCIES

Leadership & Delegation

Training, Coaching, & Mentoring

Evaluation & Assessment

Team Building

EXPERTISE

Desktop Support

IT Support

Windows Server 2016

Windows 10

Windows 7

Oracle

VM Ware

PROFESSIONAL SUMMARY

A driven, resourceful, and analytical professional with a proven track record of accelerating business growth through exemplifying a results-driven mindset. Skilled in Customer Service, Leadership, Communication, IT support, Desktop Support, Proprietary Software Systems, and Inventory Management. Highly organized and an adept planner with capability to prioritize tasks in fast-paced environments. Detail-oriented with exceptional written and verbal skills; proficient in Spanish reading and writing. Ability to provide world-class service through developing rapport and providing solutions that best fit individual needs. Possess a high degree of technical aptitude with ability to lead high performance teams to surpass objectives while ensuring compliance with all regulations, standards, and protocol.

WORK EXPERIENCE

Foreman IT Support Specialist

Los Angeles County Voting Project | Los Angeles County, CA | 02/2020 – 03/2020

- Supervised and lead a team of 3-5 people
- Installed, configured and troubleshooted new voting systems all throughout Los Angeles County.
- Installed, configured and troubleshooted printers
- Networked all necessary devices.
- Cable Management

TANNING SALON OWNER

Hollywood Tans | Aliso Viejo, CA | 2014 to Present

Oversee daily business operations while building and maintaining brand integrity to drive results. Recruit prospective employees, conduct interviews of quality candidates, and lead the training of all associates while following company guidelines. Utilize Quickbooks to manage all aspects of accounting and invoicing with strong attention to detail; perform research and data analysis to manage annual budgets and forecasting requirements.

- Supported and repaired all networked pc issues within the business.
- Manage user profiles through active directory.
- Troubleshooted Windows 10 errors.
- Troubleshooted SaaS tanning software errors.
- Installed/setup/Network appropriate devices.
- Provide exceptional customer service by interacting with customers on a daily basis and assisting with questions, requests, and complaints
- Instrumental in developing customer loyalty through providing solutions that best meet customer needs and identifying cross-sell opportunities to maximize revenue growth
- Lead purchasing and inventory management operations while adhering to all deadlines to ensure timely and accurate completion of special projects
- Perform regular inspections and repairs on tanning machine; replace PCB boards, rewire & replace wiring harness, and replace & install booth components
- Develop positive vendor relations by partnering with suppliers and third party vendors to enhance business development

Accounting
Purchasing
Microsoft Office
Customer Service
Computer Technology
Inventory Management
Avaya Telephone Systems
Troubleshooting
Networking
Invoicing
AS400

MARKETING MANAGER INTERN

Powell Communications | Chicago, IL | May 2017 to August 2017

TECHNICAL SERVICES REPRESENTATIVE

Fluidmaster Inc. | San Juan Capistrano, CA | May 2015 to May 2016

Responsible for supporting end users including instruction, troubleshooting, and maintenance while determining the best solutions and alternatives. Responded professionally to inbound calls, emails, and web inquiries in a fast-paced environment while solving complex technical cases in a timely fashion.

- Processed RMA's and warranty orders while serving as the first point of contact for the quality assurance department
- Collaborated with department leaders, engineers, and associates to provide sound technical support to major retailers all over the world

TECHNICAL CONSULTANT SUPERVISOR

Lucrazon Inc. | Laguna Hills, CA | 2010 to 2014

Demonstrated strong technical expertise by working directly with the first fully integrated Ecommerce System with Patent Pending Technology. Provided website platform support through email, phone, and chat while setting follow up appointments to ensure customer satisfaction. Served as a trainer and provided ongoing mentorship, resources, and feedback.

- Strengthened software systems skills by utilizing a dynamic range of programs including HTML, CSS coding, and Photoshop
- Resolve end user pc issues.