

Competent professional with hand-on experience providing technical support to resolve business, and client problems in high-pressure environments. Capable of adapting quickly to emerging technologies and changing business requirements, implementing process improvements / automation, setting up and disassembling computers for guest, and troubleshooting technical problems in current software. Instrumental in interacting with customers with confidence, greeting clients, resolving day-to-day queries, and maintaining accurate records of information via digital files. Ability to collaborate with teams, top line management, and vendors, while ensuring streamlined processes. Proficiency in Microsoft Office; possess exceptional interpersonal, communication, analytical, problem-solving, and negotiation skills.

## Basic Technical Skills

---

**Platforms:** Windows 10, Linux

**Tools:** Java, C++, HTML, MS Office, Kali, Pen-test, Hackthebox.com, SQL, Game Server, Zoom Meetings, VMware

**Hardware:** Printers, Laptops and Desktops

## Professional Experience

---

### Florida Sheriffs Association

2019 – Present

#### Cooperative Purchasing Program Assistant

Ensure information accuracy of official sales documents by communicating with vendors and purchasers. Maintain database of all purchases made through the bids, and assist with tracking payments due from awarded vendors. Leverage exceptional negotiation skills to assist with contract management while ensuring compliance to contract agreements.

- ◆ Implemented process automation, including maintaining digital files of all sales and reporting related documents.
  - Performed Data Entry on 85% of the purchase orders.
- ◆ Executed and formulated reports as needed, and assisted with testing the SQL system for bugs.
  - Identified technical problems in current software and implemented Smoke Test to streamline processes.
- ◆ Excelled at creating the heavy vehicle contract. FSA20-VEH18.0

### Publix Super Markets

2015 – 2019

#### Grocery Clerk

Interacted with customers with confidence to address their needs and provide solutions accordingly. Ensured smooth operations, and remained steadfast during peak times to serve customers exceptionally well. Performed routine tasks, such as organizing merchandise, arranging stock on shelves, and maintaining inventory records of attic stock. Developed customer care service skills while greeting clients and resolving day-to-day queries.

- ◆ Developed excellent client relationship with 45% of the shoppers.
- ◆ Executed robust plans to finish 45% of stock that was left from morning crew.
- ◆ Established reputation as a reliable worker, came in 95% of the time, when asked.

## Education

---

Associate of Arts – 2018 | Tallahassee Community College

## Licenses & Certifications

---

Security+ Certificate – CompTIA – 2020

Network+ Certificate – CompTIA – 2020

A+ Certificate – CompTIA – 2020