



ALBERTO VELAZQUEZ-AVILA

CONTACT

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KEY STRENGTHS

Technical Skills:

- Programming languages
- Operating systems
- System monitoring and modifications
- Desktop Configuration
- Hardware/Software installation
- Internet Security
- Data Privacy
- Troubleshooting
- Internet Applications
- Technical Support
- LAN/WAN connectivity
- System/Network security
- Operating systems software
- Database administration

Interpersonal Skills:

- English and Spanish (Bilingual)
- Leadership
- Communication
- Adaptability
- Problem Solving
- Critical Thinking
- Decision Making
- Dependability
- Time Management

CERTIFICATION:

- CompTIA A+

EDUCATION

Los Angeles High Scholl - Los Angeles
High School Diploma 2009



PROFILE SUMMARY

Passionate and detail-oriented IT professional highly skilled in analyzing and troubleshooting systems and performing system repairs/modifications. Adept at resolving all technical including software, hardware, security and LAN/WAN connectivity issues by collaborating with the cross-sectional teams and stakeholders. Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues. Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies. Seeking a position in a challenging and growing work environment, where I can use my knowledge and abilities to improve the system of company.



CORE QUALIFICATIONS

- Manage hosting environment including database administration
- Ability to learn to build loosely coupled software and highly scalable software solutions. Bug fixing & Troubleshooting
- Ability to form and develop interpersonal, professional relationships; display socially and professionally appropriate behavior
- Motivated and fast learner with interest in and natural aptitude for information technology. Extremely organized and detail oriented
- Set up wireless router to establish wireless connections at home
- Analytical with excellent creative problem-solving skills. Basic knowledge of an applicable programming language
- Proficiency in various programs, operating systems and applications
- Expert at finding and resolving malfunctions, using exceptional technical and communication skills to ensure minimizing of downtime and optimal computer performance



EMPLOYMENT HISTORY

204-B Supervisor Distribution Operations

2018 – Present

- Providing on-site training. Reviewing and providing comments on the adequacy of documents and take necessary steps to cure any deficiencies.
- Preparing correspondence, accounting and financial document analysis.
- Working closely with management to accomplish goals.
- Supervising carrier activities, evaluating daily workload and making carrier and route assignments based on such information.
- Responsible for scheduling employee hours and personal time based on available human resource
- Managing and coaching representative team to provide excellent customer service
- Building customer relationship by providing high quality service using proper methodologies and establishing policies.

Papa Johns Pizza - Los Angeles, CA

General Manager

Jun 2007 - Nov 2014

- Directed and supervised work of Assistant Manager, CRSs and Drivers.
- Trained all employees to achieve consistent results.
- Arranged merchandise and sales promotion displays or issue sales promotion materials to customers.
- Performed and supervised management activities, including hiring events and job fairs. Maintained labor within given guidelines.
- Answered an average of 65 calls per day by addressing customer inquiries, solving problems and providing new product information
- Consistently provided friendly guest service and heartfelt hospitality.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.

United States Postal Service - Los Angeles, CA

Mail Handler

Nov 2014 - Dec 2014

- Inspected shipments for damage or sorting issues.
- Tracked mail movements through facility.
- Helped management resolve shipment and routing problems.
- Observed equipment performance and monitor accuracy.
- Set up outgoing pallets securely to ensure safe transport.