

## Tony Z. Torres

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## Snapshot

Communicative team-player with a heavy background in hospitality and sales, driven to enter the world of Networking and Security. Completed the CompTIA A+ & Network+, with Security+ and CCNA in progress. Some real-world experience from hands-on college courses and installing SOHO networks for friends/family. Will bring an optimistic and attentive perspective and a continued desire to acquire higher education in IT.

## EXPERIENCE

**Self-Taught I.T. Student**, San Juan Capistrano, CA / Everett, WA

March 2020 - Present

*Student*

- Earned CompTIA A+ and Network+ Certification, passing both by over 90%.
- Completed 5 college computer courses -- included hands-on network troubleshooting, Cisco device configuration, PC repair, and C++ coding -- receiving an A in all classes.
- Finished 100+ online simulations (Testout.com) regarding network troubleshooting, help desk tickets, WAN network creation, Active Directory setup, Cisco switch/router configurations, using protocol analyzers etc.

**Online Marketplace Vendor**, San Juan Capistrano, CA

January 2017 - December 2020

*3rd Party Vendor on Amazon.com and Ebay.com*

- Maintained a 99% customer satisfaction score over hundreds of reviews and over 10,000 sales.
- Increased business efficiency by utilizing multiple software to manage, sell, and reprice thousands of SKUs.
- Initiated and maintained 30+ relationships with local product suppliers -- leading to discounts.

**Marie Callander's**, San Juan Capistrano, CA

June 2008 - December 2016

*Food Server*

- Trained 30+ new hires and became a dependable trainer due to ability to thoroughly explain procedures and teach efficiency in multitasking.
- Considered a "Rock Star" server for being able to manage 8+ tables simultaneously while sustaining exemplary service.
- Promoted to Banquet Server, requiring capability to serve a party of 30-100 guests.

**DoorDash Inc.**, San Juan Capistrano, CA / Everett, WA

September 2020 - Present

*Food Delivery*

- Upheld a 4.9 customer satisfaction rating and worked part-time to make ends meet while studying for the A+, Network+, and Security+ Certificates.

## CERTIFICATIONS

- CompTIA A+ (92% Score).
- CompTIA Network+ (90% Score).
- (In Progress) CompTIA Security+ (est. Nov 2021).
- (In Progress) CCNA (est. early 2022).

## EDUCATION

**California State University, Fullerton, Fullerton, CA**

May 2015

*B.A. in Psychology*

Honors: Cum Laude.

**Saddleback College, Mission Viejo, CA**

February 2012

*A.A. in both Psychology & Anthropology*

Honors: Cum Laude.

## SKILLS

- Bilingual (Spanish), 1 year of C++, SOHO Installations, Dependable, Avid reader of IT forums, Google Search Operators, Adaptable, Takes Initiative.
- Strong communication skills with customers and non-technical staff, Determined to be an A+ employee, Security Mindfulness.

## INTERESTS

- Chess, Coding Puzzles, Cardio/Strength Exercise, Hiking/Exploring New Trails, Gardening Fruit-Bearing plants, Coffee, Reddit.