

Victor Shah Nuaz Khan

Phone: 831-840-4719

vsnkhan@gmail.com

Certified IT Tech 3+ Years Experience

Highly Personable IT Tech seeking to advance career and expand network.

10+ years of customer service experience and highly regarded employee.

IT Experience and Skills

Highly proficient in Windows, Linux, MacOS

Working proficiency in Network systems, Windows Server, Command Line

Fast and accurate Troubleshooting and error diagnostics

Excellent execution of application backup and update rollout

Fantastic oral and written communication skills

Top tier collaborative and multi-tasking abilities

Strong ability to learn new technologies and utilize them in customer-facing environment

Work Experience

Shift Lead - Mr. Z's Crepes and Teas, Watsonville, Ca

Feb.

2020-Aug.2020

Train team members and guide team in assisting customers

Troubleshoot and repair of POS system and WI-FI

Bartender - Jaliscos Mexican Restaurant, Watsonville, Ca

Dec. 2017 - Jan. 2019

Manage bar and till, serve and assist customers in timely manner and keep stock

Bartender - California Grill, Watsonville, Ca

July 2014 - June 2015

Manage service bar and act as server for bouquets and business meetings

Cashier – Forever 21, Santa Cruz, Ca

July 2012 – May 2013

Ringling up customers in a fast and polite manner - close store at end of night

Care Taker- In Home Supportive Services, Watsonville, Ca

April 2012- June 2013

Caring for elderly or disabled - performing physical therapy to rehabilitate clients

Shift Supervisor - Yogurtland, Capitola, CA

July 2011- March 2012

Management of sales and workers, safe and till management - Create and maintain social media

Barista: Shift Lead– Tapioca Express, Gilroy, CA

August 2010- July 2011

Opening/Closing the store without assistance, Training others on recipes and procedures

Creating/Managing Social Media

Education and Training

CompTIA A+ Certification
2023

Valid Nov. 2020 - Nov.

Passed 1001 and 1002 core exams from CompTIA

Food Safety First Principles: Food Handler Training Program
Present

Valid July 2014-

National Registry of Food Safety Professionals,

NRFSP.com

LEAD Certified: Licensee Education on Alcohol and Drugs
Present

Valid Oct. 16, 2017 -

California Department of Alcoholic Beverage Control's Licensee

Education on Alcohol and Drugs (LEAD) Alcohol Seller/Server Training Program

Leadinfo@abc.ca.gov

References

Alyssa Green, Manager “California Grill” (831) 840-5027

Mauricio Rodriguez, trained as co-lead Bartender, “California Grill” (831) 254-6304

Leslie Ruiz, Manager, “Forever 21” (831) 824-9811

Erik Chau, assisted in family’s donut shop “Donut King” (831) 359-0041

‘Rocky’ Patel, Owner, “Mr. Z’s Crepes and Teas” (831) 406-9229

Randi Barton, Manager “Mr. Z’s Crepes and Teas” (714) 333-7455