

BIANCA PATRON

IT SUPPORT
TECHNICIAN

GET IN TOUCH

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PERSONAL BACKGROUND

IT support professional seeking a full-time role in Information Technology. Recently completed an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

SKILLS

Customer Service	Adobe Creative Suite
Network Protocols	Content Marketing
Cloud Computing	Social Media Advertising
Customer Support	Email Marketing
Linux	
Troubleshooting	
Setup	
Hardware	

PROFESSIONAL HISTORY

Graphic Designer

Signs Done Fast | August 2019 to March 2020

- Developed numerous marketing programs (logos, brochures, newsletters, infographics, presentations, and advertisements) and guaranteed that they exceeded the expectations of our clients.
- Managed up to 5 projects or tasks at a given time while under pressure to meet weekly deadlines.
- Recommended and consulted with clients on the most appropriate graphic design options based on their overall marketing goals.
- Sourcing, compositing, and retouching images for print and web.

Print Production / Customer Service

FoxPrint | Feb 2019 to May 2019

- Effectively manage incoming orders on our website, shopify, and mobile app
- Ship out packages correctly and efficiently to meet our company standards
- Ensure quick response to routine inquiries of all company policies to answer client questions or offer additional coverage

Freelance Graphic Designer

Ika Ika Surf School & Camp | 2018 to 2019

- Coordinated with the team to develop engaging and innovative graphic designs for logos, flyers, posters, and page layouts.
- Designed new, on-brand visual elements focusing on messaging and brand.

Administrative & Marketing Assistant

NaturaLook Inst. of Permanent Cosmetics | Sep 2014 to July 2017

- Answered incoming calls (avg. 40/day) resolving issues with both customers and billing department.
- Create monthly reports to track sales and income of our company.
- Research all client account discrepancies, and act accordingly, consistently attaining 95%+ customer satisfaction.
- Conceptualized new designs for marketing material and ads.

Administrative Assistant

Miramar Youth & Teen Center | March 2010 to June 2013

- Serve as the first point of contact for parents seeking developmental or recreational care
- Respond to routine and non-routine requests for information concerning Youth and Teen functions
- Created monthly brochures and newsletters to market our services
- Submit monthly chronological reports to the director which track the average attendance of children and revenue
- Revised and disposed of files in accordance with governing regulations
- Prepare daily reservation rosters
- Fill canceled reservations from daily waiting list.
- Establish and maintain general office files and personal files on all children enrolled in the Center Program

EDUCATIONAL HISTORY

Google IT Support Professional Certificate

June 2021

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

Platt College

BS Graphic Design

Graduated October 2008