

610 S Rosewood Ave
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Jesus Reyes

Skills

Knowledgeable with C++ programming language.
Computer literate in Microsoft Word, Outlook, PowerPoint, Excel and Access.
Experience in software and hardware installations, equipment maintenance and PC repairs, wireless network setup and troubleshooting.
Proficient in Windows 8 & 10, Mac OS.
Bilingual in English and Spanish.

Education

Expected Fall 2020	Santa Ana College	Santa Ana, CA
Associate Degree in Computer Science		

Experience

2016 - 2019	Push Innovation	Huntington Beach, CA
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Order Processing Lead

- Supervised 5-8 employees to maximize productivity with processing orders and provided troubleshooting for Mac, PC, and Industrial Printers.
- Created software mappings to maximize efficiency with processing orders.
- Used Google Sheets and Excel to enter data and track product inventory.
- Received and processed five to eight hundred orders per day with the use of ShipStation and ReadyShipper.
- Supported the accounting department with calculating the number of products to be shipped out weekly.

2013 - 2016	PRP Wine International	Orange, CA
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Office Clerk

- Manage customer accounts, build positive relationships with customers and increased the accuracy of merchandise delivery and customer satisfaction.
- Provide technical support and problem solve issues with colleagues.
- Troubleshoot All-in-One Printers, PC software and hardware.
- Warehouse support including packaging, shipping, and unloading merchandise.
- Maintain a high level of customer satisfaction by resolving billing issues and updating customers on order information.
- Learned FedEx and UPS shipping managers to expedite customer orders.
- Oversee weekend warehouse sales profiting \$5,000 to \$8,000 in gross sales.

2012 - 2013	Private Property Sweeping Company	Buena Park, CA
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Parking Lot Sweeper Operator

- Performed maintenance prep duties.
- Maintained the up-keep of multiple parking lots per week.
- Responsible for proper maintenance and storage of vehicle and equipment.

Awards

Push Innovation Employee of the Month (May 2016)
Push Innovation Department of the Year (2016)