

# RIGOBERTO CRUZ

## EDUCATION

William Paterson University  
B.S. in Business Management  
Graduated May 2016

## PROFESSIONAL SKILLS

Helpdesk Troubleshoot Ticketing  
Technical Support  
Office 365  
Outlook email set-up  
Mobile Device Support  
MDM Support Airwatch  
Desktop Support  
Microsoft Windows  
Microsoft Office  
Mobile Applications  
Hardware Installation  
Software Installation  
Information Systems  
Operating Systems  
Project Management  
Functionality  
IOS and Android

## PERSONAL SKILLS

Creative spirit  
Reliable and professional  
Organized  
Time management  
Team player  
Fast learner  
Motivated

## CONTACT

P: (973) 289-1723  
E: rcruz223@gmail.com

## WORK EXPERIENCE

### TECHNICAL SUPPORT COORDINATOR

New Jersey Transit | Oct 2018 - JUN 2020

- MDM Airwatch support and deployment.
- Helpdesk ticketing and level 1 troubleshooting.
- Responsible for projects of mobile device deployments for users needing specific needs for work.
- Project coordination with outside vendors establishing inventory of mobile devices.
- Provide mobile device support in an iOS and Android environment.
- Track and update mobile device inventory using Microsoft Access and Excel.
- Provide users with support on technical, operational, and user/account-related issues, on the phone, via e-mail/ticketing system and/or in person.
- Setup new or replacement devices for employees by installing NJ Transit exchange email and phone directory.
- Assist employees with help desk tickets relating to desktop faxing, MIFI devices and mobile phones.
- Work with different vendors such as Verizon, Sprint, and AT&T with device activation and troubleshooting.
- Monitor and ensure 100% accuracy of all escalations and work requests throughout the day.
- Distinguish between application, operating system, network, and hardware problems, with an understanding of IT systems design, analysis, and integrations.

### FACULTY ADJUNCT

William Paterson University | Jul - Aug 2019

- Taught a group of 20 students on Intro to Business for the EOF (Educational Opportunity Fund) program.
- Created lesson plans and Powerpoints for a six-week course span.
- Facilitated lectures on entry level business courses, management, finance, economics, professional sales,
- and accounting including necessary supplies, materials and real-life application exercises.
- Provided written and verbal feedback to students regarding their academic and behavioral performance.

### WIRELESS SOLUTIONS SPECIALIST

Verizon | Apr 2014 - Jul 2016

- Created funnel implementing CRM salesforce system.
- Used strategic sales methods to forecast SMB quarterly quota.
- Coordinated business appointments for account consultation.
- Negotiated contract pricing with account owners to close transactions.
- Drove revenue through the implementation of complementary products.
- Conducted workshops for special devices, including Smartphones.
- Built and retained great relationships with clients via follow-up calls.
- Conducted account analysis and exceeded 100% target quota, earned \$19,000 in commission earnings.