

# Andrew Lazo

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## Summary

Self-Taught Jack-of-all-trades, with emphasis on A/V and open source technologies. Experience and building an A/V control room with robotic cameras and computerized direction equipment. No stranger to Windows, Mac and Linux OSes. Familiar with web streaming technologies. Able to build and troubleshoot SOHO networks. Can create a centralized backup solution for businesses.

## Skills

Salesforce.com	Customer Service	CRM
Databases	E-commerce	Networking
Technical Support	Account Management	MySQL
Windows	Troubleshooting	

## Experience

### *Whole Foods Market*

Cashier 10 / 2014 - Present

Answer customers' questions, and provide information on procedures or policies. Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change. Greet customers entering establishments. Maintain clean and orderly checkout areas. Monitor checkout stations to ensure that they have adequate cash available. Offer customers carry-out service at the completion of transactions. Receive payment by cash, check, credit cards, vouchers, or automatic debits. Weigh items sold by weight in order to determine prices. Stock shelves, and mark prices on shelves and items.

### *Central Payment*

IT Helpdesk Support 10 / 2009 - 11 / 2010

Responsible for creating new email account for in-house email servers. Managed logins for multiple credit reporting systems and credit processing tools. Administered In-House IM chat server. Setup and administered in-house phone system. Managed social networking for company (i.e. FaceBook and Twitter)

### *State Farm*

Office Sales Representative 08 / 2008 - 08 / 2009

Processed payments from clients via mail, over the phone and in person. Routinely met with clients to administer an insurance review to assess their insurance coverages and suggest changes to meet their needs. Used cold calling and warm leads to sell products and services offered by State Farm to prospective clients. Managed risk for clients by follow-ups and assessing their needs for cross-selling products. Maintained database records for book of business. Achieved monthly sales goals set by Agent. Quote, bound, and issued policies for all approved lines of insurance available to a licensed Fire and Casualty agent/broker. Took claim reports from clients and report them to the Claims Department.

### *Central Payment*

Activations Support Representative 12 / 2007 - 08 / 2008

Fielded 50-60+ inbound/outbound calls per day. Assisted new clients with activating new credit card terminals. Provided excellent customer service by assessing current client needs on a case-by-case basis. Created web logins for e-commerce clients to accept online payment methods. Gave technical support for current clients who could not operate their credit card processing terminals.

### *Granicus, Inc.*

Support Engineer 10 / 2005 - 06 / 2007

Received and placed 40+ inbound/outbound calls per day. Provided client support via calls and emails from clients on a daily basis. Maintained in-house wireless/wired network. Performed PC setup and maintenance for current and new employees. Assisted clients with network troubleshooting for A/V streaming. Worked with local government agencies to prepare agenda templates. Used LAMP (Linux, Apache, MySQL, PHP) stack to produce online and search enabled agendas. Utilized SMARTY and CSS to produce and style agenda pages to replicate hard copy agendas. Consulted clients on which A/V equipment to obtain. Utilized Salesforce.com to manage corporate CRM and trouble ticket system. Created Salesforce

reports to be used by sales team to sell products.

*KCRT Television*

Production Assistant	06 / 2001 - 10 / 2005
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Directed weekly live city administration meetings, including City Council, Planning Commission and School Board meetings. Produced bi-weekly news-style show highlighting upcoming and current city events such as festivals, summer concert series and interviews with managing city staff. Served as a videographer, audio and lighting technician and interviewer on 80% of all productions. Used non-linear editing tools to edit audio and video productions. Assisted station engineer with building and servicing editing PCs. Supervised as many as 7 interns, teaching the basics of video productions.