

# Ray Valero

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## Experience

### **Technical & Warranty Support Rep - Zodiac Pool Systems**

Vista, CA / May 2017 - November 2018

- Maintain and manage quality reputation management.
- Granted senior level responsibilities including training employees in highly technical subject matter.
- Represent the company as a brand ambassador through coordinated field visits.
- Create and document standard operating procedures.

### **Remote Services Technician, Tier 2 - Comcast Corporation**

San Diego, CA / September 2013 – May 2017

- Promoted in 2015 to Floor Support. Responsible for supervising the floor and answering advanced technical questions from tech support agents.
- Consistently received positive feedback in Voice of the Customer surveys.
- Consistently ranked at the top 1% of company out of approximately 800 employees.
- Provide home network setup and repair for Windows, OSX, iOS, and Android.
- Configure modems, routers, printers, etc.

### **Technical Support - Sony Online Entertainment**

San Diego, CA / August 2012 – January 2013

- Ranked top three in productivity in the first month of employment.
- Received department-wide recognition through positive customer feedback.
- Diagnosed a range of technical issues including software, hardware, and networking.

## Education

### **Computer Network Administration - Certificate of Proficiency, 2017**

Palomar College, San Marcos, CA

### **Cisco Networking Academy – Certificate of Completion, 2013**

Palomar College, San Marcos, CA

## Certifications

- Google IT Support Professional Certificate, 2020
- AWS Certified Cloud Practitioner, 2020
- CompTIA A+ 220-1101, 2019

## Skills

- |                         |                          |                               |
|-------------------------|--------------------------|-------------------------------|
| • Active Directory      | • Reputation Management  | • MS Office Suite             |
| • Windows Server 2016   | • Trainer experience     | • Wireless Security           |
| • DHCP & DNS Deployment | • Curriculum development | • Windows XP, Vista, 7, 8, 10 |