



JAIME LEON

IT/CLIENT RELATIONS/OPERATIONS

SKILLS

Fluent Bilingual Spanish

Relationship Building /
Customer Service Experience

Proficient Writer and
Communicator

Excellent Technical
Computer Skills

Self-Motivated, Critical
Thinker, and a Quick Learner

Experience working
Independently and in a Team

IT CERTIFICATIONS

Google IT Support
Professional Certified

CompTIA A+ ce Certified

*Studying for CompTIA
Network+ certification*

WORK EXPERIENCE

Desert Tech Solutions

EST 2008



TECH/OPERATOR • COACHELLA VALLEY • 2008 – 2020

I operate a small part-time IT and Web services business in my local area since HS called Desert Tech Solutions. I have been working on computers as a hobby since Windows 95 but just recently acquired my Professional IT certs. My IT troubleshooting and tech support experience ranges from Linux/Mac OS/Microsoft Windows/iOS and Android OS configuration, virtualizing OSes and VLANs, Networking and Network Security, Hardware Repair, data backup and recovery, detect and remove malware, address privacy concerns, Mobile Devices, Inventory Management, System Administration, and Terminal remote access

BANK OF AMERICA



RELATIONSHIP MANAGER (BANKER) • BANK OF AMERICA • INDIO, RANCHO MIRAGE, DESERT HOT SPRINGS • MAY 2018 – DECEMBER 2019

*Worked in a virtualized environment using SSO. Experience in Security Procedures, Privacy Laws, Salesforce, ATMs**
New acquisition/servicing of accounts for consumer and business clients. Assisted clients of various areas in the Coachella Valley. Knowledgeable on the financial services industry, financial products, and solutions ranging from Personal and Business accounts to Business Credit Lines, Home Lending, Retirement accounts and more while adhering to all bank policies and procedures. Notarized documents for clients as a Notary Public. Consistently High Customer Approval Rating, Consistent Top Individual Performer. Appointment setting, high volume phone calls, among other operational duties.



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JAIME LEON

EDUCATION

ASSOCIATE OF ARTS • COLLEGE
OF THE DESERT

Deans List

ABOUT ME

Tech Geek

Like to Read

Movie-goer also
concerts and sporting events

Golfer

Interested in Finance and the
Markets

Avid Learner

Don't really watch TV

Like staying busy

Love The Outdoors

Have over 100 games on
Steam

CONT. WORK EXPERIENCE

avis budget group

OPERATIONS MANAGER/RENTAL SALES • AVIS BUDGET GROUP • DENVER
INTERNATIONAL AIRPORT • JUNE 2013 – NOVEMBER 2017

*Worked in a proprietary CLI environment. Included, report generating/printing, rental agreements management, inventory management (of vehicles, tablets, handheld scanners, VoIP phones, PCs) and vehicle Operating Systems *

Experienced working under pressure and in large teams. Up to 3,000 rentals in a day. A plethora of duties including curbside pickup of executives, in charge of red eye arrivals, supervising sales agents/drivers, and responsible for various reports including fuel/vehicle/inventory/damage and rental agreements. Eventually transitioned to sales due to income potential (high volume sales). Employee of the Month.

OTHER EXPERIENCE

Varsity Football and Golf Coach – Desert Mirage High School
ACES After School Coordinator – Toro Canyon Middle School
5th year Commissioner of The Playerz Club Fantasy Football League and I run a book club.



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