

STEFANO RIZZARDO

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OBJECTIVE

Obtain a supervisor position and pursue my career in Information Technology.

EDUCATION

COMPTIA A+ CERTIFIED

2018

WILLOW BROOK HIGH SCHOOL, Villa Park, IL

Date of Graduation: *June 2008*

COLLEGE OF DuPAGE, Glen Ellyn, IL

Major: *Business*

WORK EXPERIENCE

Help Desk Analyst

January 2020 – November 2020

Paragon Development System, Madison, WI

- Provide exemplary support to the contracts customers by troubleshooting various technical issues
- Effective Management and prioritization of open incidents, managing and delivering SLA commitments and expectation to customers
- Provide 1st level IT service support - perform troubleshooting and resolve if possible, perform Request Fulfillment
- Answering, evaluating, and prioritizing issues arising from voice mail, email, and web requests for assistance from users

Field Support Engineer

February 2019 - January 2020

Paragon Development System, Field Office (Hoffman Estates), IL

- Effective Management and prioritization of open incidents, managing and delivering SLA commitments and expectation to customers
- Maintaining technical documentation and follow established procedures
- Conducted field inspections of hardware and completed maintenance and repair duties on malfunctioning field equipment
- Transferring data for end users that were issued new equipment with Pc Mover software, setting up outlook accounts, testing and configuring VPN, assigning VoIP phones and setting up printers as instructed.

Mixologist

May 2018 – October 2020

CHICAGO PRIME ITALIAN, Schaumburg, IL

- Provided training to new employees
- Elaborate new and trending cocktails
- Assisting managers with inventory track and orders

- Engaged in small talk and jokes with clientele to build rapport and ensure that they became repeat customers

Assistant Manager

July 2017 – February 2018

A TODA MADRE, Glen Ellyn, IL

- Hosted daily shift meetings with staff and established daily goals
- Provided continuous training and coaching to staff
- Insured company policy and procedures were followed
- Performed inventory counts and maintained purchase information
- Directed flow of work during peak hours to improve customer experience

Manager

October 2008 – May 2017

CHAMA GAUCHA, DOWNERS GROVE, IL

- Provided world class customer service
- Supervised 35+ employees during any given shift
- Responsible for ordering and controlling of inventory
- Conducted hiring and follow-up on all necessary onboarding activities
- Planned and coordinated group events for medium to large organizations
- Captured customer feedback to identify success or improvement opportunities
- Organized staff structure and developed weekly schedules
- Installed, configured, and updated IT hardware\software for location

ADDITIONAL KNOWLEDGE & EXPERIENCE

LANGUAGE PROFICIENCIES

- ENGLISH – PORTUGUESE - SPANISH

SKILLS

- BASIC KNOWLEDGE OF PC HARDWARE, MS OFFICE, BASIC PRINTER TROUBLESHOOTING SKILLS AND KNOWLEDGE OF WEB BROWSERS
- ABILITY TO PROVIDE TECHNICAL SUPPORT OVER THE PHONE; GOOD PHONE SKILLS, PROFESSIONAL DEMEANOR, PREVIOUS CUSTOMER SERVICE EXPERIENCE STRONGLY DESIRED
- EXCELLENT ORGANIZATIONAL SKILLS, ABILITY TO PRIORITIZE MULTIPLE PRIORITIES AND STRONG ATTENTION TO DETAIL

REFERENCES – Available upon request