

JOSEPH CORPUZ

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OBJECTIVE

ANALYTICAL TECHNICAL SUPPORT SPECIALIST SEEKING TO SECURE PERMANENT EMPLOYMENT WITHIN SCOPE OF CURRENT SKILLSETS. SEEKING OPPORTUNITY WHICH OFFERS GROWTH COUPLED WITH A DYNAMIC COMPANY THAT VALUES ITS PEOPLE.

EXPERIENCE

09/2018 – CURRENT

IT TECHNICIAN | EDEN AREA OCCUPATIONAL PROGRAM CENTER

- I have professionally worked on Windows XP, Windows 7, and Windows 10.
- I have supported clients who have used iOS 10 - 12.
- I have supported clients through Office 365 and Microsoft Teams.
- I have experience maintaining Windows Server 2003, 2003 R2, 2012, & 2016 through VMware vSphere.
- I have supported clients who have used iOS 10, 11, & 12. Additionally, I have supported sites that have used OS X Yosemite, OS X El Capitan, macOS Sierra, macOS High Sierra, and Mojave.
- Network testing through ping tests, tracert, and other such methods
- Helped the Auto teacher use CAD to make CAD drawings for class
- Repaired and assembled PCs for end-users
- Assisted teachers and staff with troubleshooting issues with equipment
- Provide Thorough support and problem resolution for all technical repairs and assigned deliverables
- Point of contact for all outside vendors and IT related hardware replacements
- Server software implementation/integration

10/2016 – 09/2018

SUPERVISOR | LA BOULANGERIE DE SAN FRANCISCO

- Ran weekend shifts in high volume, high output restaurant/café setting
- Responsible for fulfilling customer service requests and resolved issues to total guest satisfaction
- Determine employee utilization and placement

- Cross trained staff and improved flow of process

02/2016 – 10/2016

Assistant Store Manager | Andersen Bread

- Stay informed of key priorities and business updates
- Execute sales and service plays and processes
- Pass pre-employment assessments
- Ensure that all ID guidelines are met, protecting customer privacy and reducing exposure to losses.
- Supervise the work of all branch staff. Interview and hire new personnel, provide on-the-job training, work direction and feedback, schedule staff to ensure departments are optimally staffed, initiate disciplinary action as necessary, assess productivity, and prepare and conduct objective performance appraisals as scheduled.

08/2014 – 01/2016

Sales Representative | Recchiuti Confections

- Operated a cash register to process cash, check, and credit card transactions
- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices
- Computed sales prices, totaled purchases, and processed payments
- Recommended merchandise based on customer needs
- Facilitated monthly and quarterly physical inventory counts

EDUCATION

AUGUST 2018 | CURRENT STUDENT | CHABOT COLLEGE

Hayward – California

AUGUST 2010 | MAY 2020 | SOUTHWESTERN COLLEGE

San Diego – California

