**Andree HERNANDEZ**

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# OBJECTIVE

To advance my career taking on challenges and continuing to grow and develop my professional skill set.

# SKILLS

*Customer Service Excellence*, Bilingual (English and Spanish), Soldering, Computer Systems Literacy and *PC Certified Technician*, Problem-Solving, Circuit and Blueprint Analysis, Electronic Troubleshooting, Power and Testing Tools, Disassembly and Reassembly of Electronics, Preventive Maintenance, *Basic Programming and Microsoft Office Suite proficiency.*

# EXPERIENCE

*Bonded Filter Solutions - Preventive Maintenance Technician March 2020 – Present*

Use power tools to partially disassemble HVAC units. Operate and service pressure washer machines. Climb building rooftops following safety protocols. Perform preventive maintenance duties such as cleaning coils, changing filters, coordinating with service channers for proper suppression of racks, replenishing missing non-essential components, and cleaning vents.

*Amazon - Vendor Support Specialist. August 2017 - Feb 2018*

Providing direct support to vendors with a variety of platform-based issues. Collaborating and relying on information with different teams and timely synchronizing for task completion.

*Nintendo of America / Aerotek - Bilingual Technical Support.  April 2016 – March 2017*

Provided technical support to consumers over the phone/email and collaborated with members of diverse teams to collect, document, and research technical problems to develop solutions efficiently.

*Northwest Hospital & Medical Center - Patient Financial Services. Mar 2017 – August 2017*

Utilized computer systems to responsibly input complete, correct patient demographic and financial information and function as the liaison between patients and their insurance companies.

*Booking.com - Bilingual Customer Service Executive. April 2015 – March 2016*

Utilizing the company specialized software to provide efficient bilingual support via phone/email to clients and documenting case-related information in the company’s database.

# ACTIVITIES

Spend my time learning about engineering breakthroughs, technology progression and the patterns that our world is experiencing today, as well as investing in the stock market. *Xbox/PC gamer at heart*, workout regularly and I enjoy outdoor activities like playing soccer, hiking, camping, running, and skiing.

# EDUCATION

**North Seattle College** *Mechatronics AAS*

Classes completed: English Composition, Interpersonal Communications for the Workplace, Mathematical Applications for Circuit Analysis, Intro to Electricity and Electronics, D.C. Principles of Electronics, A.C. Principles of Electronics, Intro to Soldering, Intro to Robotics, Fluid Power & Alternative Energy Sources, IT Essentials – A+ Certification, Programmable Logic Controllers, Intro to Fiber Optics, Industrial Robotics, Industrial Motor Controls and Drives

**Certifications:** FANUC CERT Handling Tool Operations and Programing - FOA Certified Fiber Optics Technician - Certification No. 3380194,*Test Out PC Pro Certified-Certificate ID: C4VEM*